



***PREMIUM SUPPORT:
ENHANCE YOUR
MAINTENANCE PLAN.***

***ADD-ONS TO INSURE YOUR INTELLIGENCE INVESTMENTS—
AND HELP YOU ACHIEVE PEAK PERFORMANCE.***

MicroStrategy
Intelligence Everywhere

What is premium support?

Premium support is an add-on to your standard maintenance subscription that accelerates issue resolution for your mission-critical applications.

All three tiers of enhanced coverage give you increased access to our experts—ensuring that the tools you rely on get the attention they demand.

Extended, Premier, and Elite Support include a variety of benefits that help you minimize risks and keep your business running on all cylinders. From 24/7 worldwide support to collaboration with dedicated engineers who know your environment, each premium support plan offers superior service right-sized to the level of care your business deserves.

The best care for your needs.

At the heart of every interaction with MicroStrategy Support is a drive to provide you with the most caring and helpful technical support experience in the industry.

We're committed to your satisfaction throughout your entire MicroStrategy experience. We understand that you rely on intelligence tools to do your job every day—and it's our job to help you keep those applications running smoothly.

The best benefits for your business.

Determined to give you the best experience at every touchpoint, MicroStrategy offers three premium support add-ons to provide prompt, comprehensive service right-sized for the complex demands of your business. Some benefits offered by our Extended, Premier, and Elite Support plans include:

- **Extended Support:** Minimized downtime with 24/7/365 worldwide support for critical issues.
- **Premier Support:** Accelerated resolution time working with a dedicated Enterprise Support resource who advocates on your behalf and manages your caseload to closure.
- **Elite Support:** Enhanced results working with dedicated support engineers who deliver tailored and sustainable resolutions based on a deep understanding of your environment.

Featuring cumulative benefits at each tier, all premium support add-ons are designed to ensure that the applications your business relies on to make data-driven decisions every day deliver the trusted insights you need—when, where, and how you need them.

Upgrade your support plan to get the most out of MicroStrategy.

Extended Support

Your applications don't sleep—and neither should your support.

Many organizations today follow lifecycle management best practices that conduct after-hours software deployments to manage and maintain their technology investments.

If you publish after-hours updates to your technology stack that can compromise your system infrastructure, our Extended Support plan is right for you. Extended Support allows you to work across time zones to resolve concerns and successfully operate an off-hours migration strategy. With 24/7/365 worldwide telephone support for priority issues, you can deploy OS updates, product upgrades, and app enhancements with confidence—enabling you to maintain high performance for everyone you serve, anytime and anywhere. Highlights of this add-on include:

- 2 additional Support Liaisons (4 total)
- 24/7 telephone support for critical issues

Who are my dedicated Support Liaisons?

Support Liaisons are administrators, architects, and developers on your Intelligence Center team who work directly with MicroStrategy Support to resolve technical issues.

How do my Support Liaisons add value?

With additional Support Liaisons, you're expanding your team's capacity to resolve issues in a timely manner.

Premier Support

You have pressing demands—a dedicated advocate accelerates your results.

The pace of business demands that the tools you use to make business decisions every day are consistently reliable. When your analytics engine experiences challenges, you don't want to waste time explaining your technical infrastructure before you can start solving your issues.

Our Premier Support plan helps you minimize risks, especially when your business relies on real-time insights. At this tier, you work regularly with a dedicated Enterprise Support (ES) resource to optimize your use of the platform. As a single point of contact who knows the ins-and-outs of your implementation, your dedicated ES resource advocates on your behalf to ensure you receive the best resolutions, and helps accelerate your time to caseload closure. You can also work with your ES resource to develop lifecycle management plans for upgrades and feature adoption, conduct weekly status meetings, and hold regular office hours. Highlights of this add-on include:

- 4 additional Support Liaisons (6 total)
- Up to 200 hours of service from your dedicated Enterprise Support resource

Who is my dedicated Enterprise Support resource?

Your dedicated ES resource is a specific member of MicroStrategy Support who works regularly with your Intelligence Center team to help actively manage the health of your intelligence environment.

How does my dedicated ES resource add value?

As an extension of your intelligence team, your dedicated ES resource learns how your environment operates, acts as a single escalation point, and serves as an advocate who helps expedite your resolutions.

Elite Support

Your decisions are critical—and so are the apps that help you make them.

Your intelligence solutions process massive volumes of data while serving thousands of users—from executives who need answers in seconds to external customers who need seamless performance at all times from anywhere in the world.

Elite Support provides the most extensive coverage available, enabling peak performance and exceptional service for your users. With Elite Support, your issues are assigned to a set of dedicated support engineers—specialized technicians who understand your environment and apply deep technical expertise to quickly resolve your concerns.

At this tier, you receive additional hours for services from your dedicated Enterprise Support resource. You can use your extra hours to efficiently implement your annual upgrade with expert guidance and proper testing to help you avoid missteps, develop root cause analyses with critical infrastructure insights that help you avoid issue reoccurrence, conduct proactive environment tuning to help minimize downtime, and much more. Highlights of this add-on include:

- 6 additional Support Liaisons (8 total)
- Up to 400 hours of service from your dedicated Enterprise Support resource
- Direct work from your dedicated support engineers to resolve issues

Who are my dedicated support engineers?





Your support engineers are specialized members of MicroStrategy Support who work with your Intelligence Center team to implement resolutions.

How do my dedicated support engineers add value?

As an extension of your intelligence team, your support engineers help you implement scalable, sustainable resolutions that optimize your infrastructure and help you achieve peak performance.

Compare how premium support benefits stack up.

Explore the benefits you get when you upgrade to a premium support plan.

	Standard 	Extended 	Premier 	Elite 
Multi-Channel Support: Connect with our experts via online portal, telephone, or email to manage cases during standard business hours.	■	■	■	■
Software Update Access: Download platform releases, updates, patches, and more as they are made available in a centralized, easy-access source.	■	■	■	■
Dedicated Support Liaisons: Increase your team's capacity with more resources who can work directly with our support experts to resolve cases.	2	4	6	8
24/7 Support for P1 and P2 Issues: Access round-the-clock support for critical issues that arise during your after-hours deployment and migration cycle.		■	■	■
Dedicated Enterprise Support Resource: Use your extra ES hours to escalate and expedite resolutions, develop future plans for upgrades, and much more.			Eligible for up to 200 dedicated ES resource hours per year	Eligible for up to 400 dedicated ES resource hours per year
Weekly Case Management Meetings: Leverage your dedicated ES resource as a centralized support advocate who actively manages your open caseload to closure.			■	■
Resolutions by Dedicated Support Engineers: Collaborate with dedicated technicians to troubleshoot issues, determine the best solutions, and resolve your cases.				■



Support by the numbers.

MicroStrategy support engineers
provide exceptional services to
customers worldwide.

150+

SUPPORT ENGINEERS AROUND THE GLOBE

- Over 90% customer satisfaction ratings globally
 - Regional offices located in 11 countries
 - Support coverage in 10 languages
-

4,700+

ACTIVE CUSTOMER DEPLOYMENTS SUPPORTED

- 24/7 support to over 150 mission-critical customer environments
 - Customers served in 50+ countries
-

120,000+

HOURS OF COMPLIMENTARY CUSTOMER DELIVERY EACH YEAR AS ES BENEFITS

- Annual upgrade services delivered to 500+ customers worldwide at no added cost

Upgrade your plan.

Talk with our experts to discover which premium support plan is best suited for your needs, or learn more today at microstrategy.com/support.

Discover your benefits.

Plan how to drive value with your support plan benefits. Your account team is here to help you explore the services you're entitled to receive through Enterprise Support.

Contact your representative directly or visit us at microstrategy.com/request-benefits to learn more.

Share your knowledge.

Explore our online knowledge base and share your expertise with users worldwide. Tap into the shared knowledge of MicroStrategy analysts, architects, and users across the globe at microstrategy.com/community.

Learn more about the services MicroStrategy offers.

Our global network of certified MicroStrategy experts is here to help you throughout your enterprise technology lifecycle.

Spanning Support, Education, and Consulting disciplines, every service we offer is designed to help you execute best practice techniques across your people, processes, and technical frameworks.

Learn how we can help you achieve your goals at microstrategy.com/services.

