



# Jamf Pro Support

Committed to your success.

At Jamf, we offer a consistent, industry-leading support model that puts users first. We provide unique, personalized interactions from Jamf professionals who understand your needs and environment. Our support staff are all Jamf employees, located in Jamf offices around the globe. We ensure users receive a consistent and human experience with their technology, always. We give you the best support possible, because you deserve it. That is why more than 93 percent of our customers stay with us year after year. Let us help you thrive with Jamf Pro.



## ENSURING YOUR SUCCESS WITH APPLE

Jamf offers two models to match all needs and budgets – our way to meet you where you need to be with the best support possible.



## PUTTING YOU FIRST

We are committed to you. We work to the best of our ability to help solve any problem you may encounter in a timely, convenient manner. We approach your issues with the mindset of a co-worker, rather than a vendor. And we use all of our resources to find the right solution for your organization. We are Jamf Pro Support, and we're here to help.



## STANDARD SUPPORT

When you join our customer community, you have access to our team of experts. We are well versed in Jamf and Apple technology, and we are committed to helping you succeed. We won't stop until you're happy.



## PREMIUM SUPPORT

The dynamic, business challenges you face can require a depth of strategic and technical expertise beyond standard support. Jamf's Premium Support assists with customized initiatives and provides essential emergency response support. Upgrade to Jamf Premium Support and know a Customer Success Manager is dedicated to you and your success - always.

### Standard Support

- Unlimited support via chat, email or phone during business hours
- Easy access to support cases through the Jamf Nation portal

### Best for

- Organizations that rely on fast answers to basic workflow or break/fix questions
- Organizations that prefer to interact with support through chat or email
- Organizations that conduct their work primarily during business hours or within one time zone
- Organizations where Apple management is not the department's only responsibility
- Organizations where a team of 1 – 2 people are responsible for Apple management
- Organizations with a single or regional deployment

### Pricing

Included in your Jamf Pro purchase

### Premium Support

- Direct access to your Customer Success Manager
- Unlimited support via chat, email or phone
- Priority on escalated issues
- Access to priority issue reports

### Best for

- Organizations with a complex environment that requires in-depth knowledge of architecture
- Organizations that value after-hours support and/or have a multi-time zone deployment
- Organizations that value in-depth planning with Customer Success Managers to identify management strategies and successful deployments
- Organizations with a team of three or more people responsible for Apple management
- Organizations that have an enterprise support agreement with other vendors

### Pricing

Available in three tiers

## What do you get at each Premium Support tier?

	Premium	Premium Plus	Premium Enterprise
Dedicated Customer Success Manager	✓	✓	✓
Priority Escalation	✓	✓	✓
Product Issue Reports	✓	✓	✓
24x7 Support*		✓	✓
Executive Business Review*		Semi-Annual	Quarterly
Success Planning*		✓	✓
Upgrade Planning*			✓
Product Issue Review*			✓
Target Response Time	4 Hours	3 Hours	2 Hours
Annual Cost	\$10,000	\$18,000	\$50,000

\* **24x7 Support** English phone support available.

\* **Executive Business Review** Provides a scheduled meeting for your organization's stakeholders and your Jamf Customer Success Team to examine:

- Milestones achieved
- Retrospectives
- Project planning
- New Jamf Pro and Apple features
- Jamf Pro future releases

\* **Success Planning** Helps identify and accomplish projects that are crucial to the success of your Apple platform.

\* **Upgrade Planning** Provides upgrade advice for major and minor Apple and Jamf releases.

\* **Product Issue Review** Offers a monthly review of product issues that could be impacting your environment.



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To learn more about how Jamf Pro can make an impact on your Mac and iOS management, visit [Jamf.com](https://www.jamf.com).