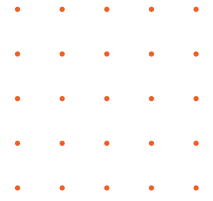


Canonical Premium Service Engineer

Your dedicated Ubuntu expert



IT environments in large organisations have complex structures and dependencies. So when it comes to support, it is vital to have access to experts who are familiar with your environment. Canonical Premium Service Engineers are technical engineers who provide a more personalised technical service, helping you with your existing systems as well as your deployments and migrations.

Direct access to expertise

Canonical's Premium Service Engineers deal with non-standard environments and complex issues; constantly working in areas with heavy workloads and complex architectures. This gives them the experience to address issues in the most direct manner so they can resolve root causes. They bring unrivalled Ubuntu and open-source expertise to your doorstep, saving you the trouble of having to hire additional resources to manage the more complex jobs. Your Premium Service Engineer will build a close working relationship with your team, so that you don't have to explain your environment and setup every time you need support.

Responsiveness

Premium Service Engineers are a path for direct escalation of more complex problems. We realise that experienced systems administrators need more than just standard support, particularly if they are using Ubuntu Server as a platform for innovation, such as in a virtualised or cloud environment. Your Premium Service Engineer has direct access to developers and engineers within the Ubuntu platform team to resolve not just the easy problems but also the complex ones, and fast!

Collaboration

Your Premium Service Engineer will work closely with your team to ensure you can get the most from your Ubuntu investment. As new projects take shape, your Premium Service Engineer will be able to provide advice and expertise on how you can benefit from Ubuntu. This close collaboration ensures you get the most from Ubuntu's technologies and reduces the number of issues you'll face by helping you implement best-practice.

Communication

Your Premium Service Engineer will ensure that you are aware of new developments and technologies that are taking place in Ubuntu. Additionally, they'll represent your needs and priorities to the Ubuntu platform team. This means you'll be able to plan and deploy capabilities as soon as they become available.

Single point of contact

Your Premium Service Engineer acts as a virtual team member who your team can approach as a single point of contact for any issues they encounter. When you want more personalised support for a specific outcome, Premium Service Engineers will go to all lengths to ensure your needs are met.

Enterprise coverage

Combining your in-house skills with the Canonical Premium Service Engineer service means you can be sure your enterprise is completely covered. The priority of your Premium Service Engineer is to understand the details of your enterprise IT environment and its interdependencies so that they can quickly and clearly identify the root cause of your issues. Their collaboration with your team ensures you have coverage across your entire IT environment, not just with one particular area. Your Premium Service Engineer guarantees smooth and effective operation of your Ubuntu solutions across your business.

Key features

- Ubuntu expert
- Regular weekly contact
- Multi-vendor co-ordination
- Deployment planning
- Twice-yearly service reviews
- Knowledge base access
- Annual onsite visit
- Skills training – two training course credits

Service levels

Hours of PSE access	12 x 5
Out of hours	High-priority call centre 24x7
Incident coverage	Unlimited
Access methods	Direct telephone or online
Priority 1 response	1 hour
Priority 2 and 3 response	4 hours

“By making regular contact with the IT team, we can get to know a customer’s IT environment intimately, and proactively advise on how to make the most of Ubuntu in the specific context of the organisation.”

*Etienne Goyer, Premium Service Engineer,
Canonical*