

zendesk

Premier Enterprise

White-glove Zendesk CX package tailored to the post go-live needs of the Enterprise



Enterprise organizations have sophisticated technical and business challenges. We get it, we are one. The Premier Enterprise package includes our most experienced team and robust services to rally around you in a way that is specialized to your needs.

This comprehensive package puts your unique requirements and goals in the center, all while providing you with a continuous, enterprise-grade customer experience.

Premier Enterprise includes

- Technical Account Manager
- Managed Services Hours
- Zendesk Training Unlocked Subscription
- Premier Support



CX experts that deeply understand your goals and maximize return on your Zendesk investment



Highest level of partnership with Zendesk CX supporting you on every step of your journey



A single technical point of contact: Your Technical Account Manager is an expert in your technical stack

"We definitely see Zendesk as more than a piece of software. I've never seen, in my course of business, the amount of focus on relationships—and not just on relationships that have a selling tone, but really on customers as a community."

Roy Sunstrum, VP of Customer Support



Premier Enterprise is available in two sizes, regular and large, that are comprised of:

Component	Benefits	
Technical Account Manager (TAM)	The TAM is your source of truth for everything Zendesk. Their deep understanding of the Zendesk platform, along with their strong partnerships across all of Zendesk's customer support teams, ensures you get the best experience. This is achieved by enabling you to manage cross-organizational complexity and deliver on operational efficiency and digital transformation initiatives. The TAM is a uniquely qualified technical advisor who's supporting your journey through proactive and prescriptive guidance to ensure value realization of your investment. Whether it's a review of your technical architecture, a plan to address your changing needs, or providing feedback on Zendesk itself - the TAM will know the answer, or will engage the right people who do.	
Managed Services Hours: Zendesk Assist	Access to experienced admin resources providing functional hands-on assistance for up to 24 hours/month or 40 hours/month	
Training Unlocked for admins/developers	Access to a robust Zendesk Training subscription (Gold or Platinum), continuously empowering your team with relevant, deep product knowledge and access to live training events to deliver best-in-class CX	
Premier Support	99% uptime service level agreement (SLA)	Insurance for when something goes wrong: Our guarantee of service availability is backed up by service credits for lapses
	Critical ticket service level objective (SLO)	Faster resolution when it matters: Ongoing response SLOs (English only) of 30 minutes for Critical requests and 1 hour for Major requests
	Monthly health checks	Ability to review your experience, tickets, and engagement with the team
	Designated support team	Direct routing of requests to your Personal Support Engineer and the Premier Support Team
	Personal support engineer	Personalized technical support from a designated engineer who's an expert in your Zendesk instance and CX stack
	Developer technical support	App and API support for your developers as you grow and extend your usage

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Blue = included in Premier Enterprise Regular Orange = included in Premier Enterprise Large

To learn more about Premier Enterprise, consult with your account representative.

