

Siemens DI SW Support Account Manager (SAM)

Pricebook Part Numbers

Part Number ID	Part Number Description
PSS-SAM16-GR1/GR2/GR3/GR4	<p>Monthly service of 16 hours for one month on average of Premium Support, delivered remotely by a Support Account Manager to be designated to the support orchestration across the product portfolio.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively reviews/analyzes support needs across product portfolio • Manages escalations and prioritizes issues • Provides regular status updates to key stakeholders • Track adoption gaps to prevent issues • Supports Pre and Post Go-Live Preparedness • Acts as a liaison between customer and product engineering • Provides and updates the maintenance plans <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 16, more Premium Support will be required to be purchased.</p>
PSS-SAM32-GR1/GR2/GR3/GR4	<p>Monthly service of 32 hours for one month on average of Premium Support, delivered remotely by a Support Account Manager to be designated to the support orchestration across the product portfolio.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively reviews/analyzes support needs across product portfolio • Manages escalations and prioritizes issues • Provides regular status updates to key stakeholders • Track adoption gaps to prevent issues • Supports Pre and Post Go-Live Preparedness • Acts as a liaison between customer and product engineering • Provides and updates the maintenance plans <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 32, more Premium Support will be required to be purchased.</p>
PSS-SAM64-GR1/GR2/GR3/GR4	<p>Monthly service of 64 hours for one month on average of Premium Support, delivered remotely by a Support Account Manager to be designated to the support orchestration across the product portfolio.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively reviews/analyzes support needs across product portfolio • Manages escalations and prioritizes issues • Provides regular status updates to key stakeholders • Track adoption gaps to prevent issues • Supports Pre and Post Go-Live Preparedness

	<ul style="list-style-type: none"> • Acts as a liaison between customer and product engineering • Provides and updates the maintenance plans <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 64, more Premium Support will be required to be purchased.</p>
<p>PSS-SAM128-GR1/GR2/GR3/GR4</p>	<p>Monthly service of 128 hours for one month on average of Premium Support, delivered remotely by a Support Account Manager to be designated to the support orchestration across the product portfolio.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively reviews/analyzes support needs across product portfolio • Manages escalations and prioritizes issues • Provides regular status updates to key stakeholders • Track adoption gaps to prevent issues • Supports Pre and Post Go-Live Preparedness • Acts as a liaison between customer and product engineering • Provides and updates the maintenance plans <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 128, more Premium Support will be required to be purchased.</p>