

PRODUCTS AND SERVICES

PREMIER SUPPORT

We provide logical support for your environment, utilizing our experience and certified professionals to meet your business needs.

Digital transformation delivers benefits to businesses, but it can also mean operational challenges. As IT becomes a key part of doing business, IT managers are pushed to reduce costs while maintaining operational readiness, and enterprises are starting to understand the benefits of outsourcing it. These enterprises seek a flexible, agile platform to support them in their digital journey, not just in the look and feel or infrastructure, but also in logical activities with expert technical support, available whenever it's needed.

Solution

Premier Support is a software service provider for IT environments, leveraging all our capabilities and experience to meet current business needs. Quality business guidance from the best technical professionals is just a click away.

We are prepared to support network, security, data, applications and multicloud issues, ensuring you get the performance you need.

Premier Support is fully flexible. You can choose between our on-demand service or one of our support plans, at various discount levels, and can apply the contracted hours throughout your environment with the Equinix IBX data center. Plan your demand and reduce internal approval time, affording you the time and agility you need to run your operation.

Service Catalog

In Brazil, Equinix has a [Service Catalog](#) that contains descriptions of all available support services found in the Equinix Managed Services Customer Portal section, or via the Service Desk. These services are divided into two categories:

- **Basic Technical Support:** we offer 24x7x365 support for the services listed in our Service Catalog, at no additional cost.
- **Additional Technical Support:** we offer additional technical support, not included in our provided services, according to the product or supported technology. These services can be ordered through the Customer Portal and will be charged through the Premier Support Hour service, with either a non-recurring charge (NRC) or a deduction from your monthly or annual Premier Support Plan.

Technologies Matrix

To find out which technologies are supported by our team of experts, visit the [Technologies Matrix](#) page. There are dozens of options for operating systems, anti-virus software, switches, databases, middleware, virtualization, hypervisors, load balancers, backup, firewalls, storage, routers, and more.

Key certifications

Our team is made of professionals with over 20 years of experience in environment management, and with over 100 certifications in major market technologies and methodologies, such as Check Point, Cisco, CompTIA, CSA InfoSec, ITIL, ISO, Microsoft Solutions Associate, Linux, Oracle, RHCSA, RHCE, Scrum, VMware Certified Professional, Cobit, and others.

Key Benefits

- Staff cost optimization
- Readiness and operational agility
- Various approved technologies to support the IT environment
- Create and track service tickets on the portal or by phone whenever needed
- Support on demand or in monthly/annual plans
- Bilingual 24x7x365 support
- Full Service Catalog
- Operational risk reduction
- Professionals specialized in leading market technologies and methodologies

Modalities

Premier Support has two service modes:

- **Premier Support Hour:** request support on demand through the portal or via phone (Service Desk). Billing is calculated in 15 minute intervals, and as soon as you open a service ticket you'll receive a total hours estimate.
- **Premier Support Plan:** a service plan that provides more advantageous financial planning and a higher cost-benefit ratio, based on the table below:

Monthly Plan	Annual Plan	Saving
up to 5 hours	Up to 24 hours	0%
from 6 to 10 hours	from 25 to 60 hours	15%
from 11 to 15 hours	from 61 to 120 hours	20%
from 16 to 25 hours	of 121 to 180 hours	25%
from 26 to 40 hours	from 181 to 300 hours	30%
from 41 to 80 hours	from 301 to 480 hours	35%
more than 81 hours	more than 481 hours	40%

Why use Equinix Premier Support

Make sure you're prepared and protected to meet the challenges of digital transformation. Equinix has the best team - over 20 years of experience in environment management in Brazil - and diverse capabilities in order to handle logical challenges in hybrid and complex environments.

We have skilled professionals ready to support your business whenever you need, through a simple click at the Portal, or a phone call to the Equinix Service Desk. Count on Equinix to provide the best support for your IT infrastructure.

Why Equinix?

Interconnection solutions: Equinix offers more than 330,000 interconnections that allow direct connection with clouds, people and places that are important to you.

Business ecosystems: Equinix has more than 9,800 enterprises in its diverse ecosystems, providing access to the right partners to reformulate IT and compete as a digital business.

Global Footprint: Equinix expands your market reach with more than 200 datacenters in 54 major metro areas across 24 countries.

Density of operators and service providers: Equinix hosts more than 1,700 operators and over 2,900 cloud and IT service providers.

Tried-and-true expertise: Equinix has a record uptime of 99.9999% to prepare you for the future.

Managed Services: Equinix has a portfolio of IT services that can support and leverage the growth of your business on its digital journey. Make smart choices with your budget, optimizing IT operational costs and strengthening your strategy for a networked business through our portfolio of managed services.

About Equinix

Equinix, Inc. (Nasdaq: EQIX) connects major enterprises worldwide to their customers, employees and partners, within the most networked datacenters. Operating in 54 markets across five continents, Equinix acts as a business hub where enterprises come together to identify new opportunities and boost their business, IT and cloud strategies. Interconnection is crucial to succeed in a digital economy, in which the business models of enterprises are increasingly interdependent. Equinix operates the only global interconnection platform, creating new opportunities that are only possible when enterprises come together.

Learn more at [Equinix.com.br](https://www.equinix.com.br)

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