

# RSA® Personalized Support Services

## Designated Support Engineer for personalized technical support

### At-A-Glance

**Product Expertise** – Provides hands-on, in-depth RSA product knowledge and a single point-of-contact for case resolution to maximize efficiencies and ROI.

**Direct Access to Senior Technical Support Resources** – You will receive a higher quality of service, experience faster resolution times and be very familiar with the one person from RSA who knows your environment best.

**Communication** – Facilitates informed decisions and continuous improvements to your environment.

“Our DSE truly cares about my issues and getting me the help I need immediately. I'm always completely satisfied with the customer service I receive from our DSE”

– Global Enterprise Services & Technology DSE Customer

### Overview

RSA Designated Support Engineers (DSEs) possess a deep technical understanding of RSA solution environments and provide expert customer support case management to ensure rapid problem resolution and maximization of product investments. As shared resources, DSEs are senior-level technical resources that maintain product stability to help customers meet their business objectives.

### Key Features and Benefits

**Central Point of Contact for Case Resolution** – The DSE acts as a single point of contact providing support for open cases, reported product issues and senior-level technical expertise with a detailed understanding of the customer's environment to facilitate fast, effective issue resolution. This increases ROI by accelerating timelines for problem resolution.

**Case Management and Reporting** – The DSE conducts ongoing case and report review to provide a consistent and unobstructed view of service requests and trends. This enables the identification of emerging and potential problem areas and proactive mitigation.

**Product Support Planning** – The DSE provides guidance and direction relating to product and patch installation, product upgrades and migration planning.

**After Hours Support** – For support outside of normal business hours, DSE customers receive a higher priority response when opening cases. Senior technical support resources work the case and transfer it to the DSE when their shift resumes.

**Escalation Tracking** – The DSE monitors case severity and escalation levels and works with the escalation management team in order to initiate and accelerate resolution by RSA Customer Support.

**Collaboration with other RSA functions** – The DSE works directly with technical support engineers to accelerate case resolution and collaborates with other optional Personalized Support Services such as the SAMs (Service Account Manager), enabling them to provide better strategic direction and support to customers.

### About RSA Customer Support

RSA's world-class global support organization can enhance your security solution with a comprehensive support plan that provides important security alerts, valuable upgrades, and access to expert advice. RSA provides the resources you need to quickly and proactively resolve product-related issues and questions to ensure business continuity. For more information about RSA Support and Services, see the [RSA Support page](#).