



## BlueCat Networks International Support Services

In addition to in-house expertise, organizations today often require specialized, external assistance to keep their increasingly complex IP environments running at peak performance, 24/7/365.

BlueCat Networks meets these needs by offering standard technical support services, including telephone, email and web service access for problem resolution; advanced replacement of appliances and access to upgrades and updates as required. In North America, these essential services are sold and delivered directly by BlueCat's Customer Care organization.

Worldwide, BlueCat's growing network of distributors and resellers provide local support services for customers in all major geographical markets. By

extending BlueCat's support services through an integrated program of training, certification and escalation procedures, BlueCat's dedicated channel partners ensure the highest level of service regardless of location.

### **BlueCat Global Support Partners**

BlueCat's Global Support Partner program is made up of local, certified professionals who have been thoroughly trained and exhibit the dedication necessary to fulfill the required service levels appropriate for BlueCat technology. Drawing on direct access to the BlueCat escalation resources necessary for resolving critical issues quickly, the Global Support Partner ensures that customers receive the same high level of service delivered directly by BlueCat. In some cases, the Global Support

Partners will have a direct relationship with BlueCat Customer Care while in other cases a local distributor may deliver a portion of the required service. This may include holding and delivering Return Material Authorization (RMA) stock for rapid systems replacement. In other words, every customer can expect to receive an exceptional level of support, regardless of their geographic circumstance.

### **Center of Excellence (CoE) Program**

BlueCat's Center of Excellence program delivers global support with all the benefits of localized service. Preferred partners must build a dedicated practice around BlueCat solutions and complete extensive training/certification to deliver the quality of service our clients have come to expect.



## Customer Experience Enhanced

Every customer can have confidence in BlueCat's Global Support Partner qualifications and resources. The close working relationship between Global Support partners and the BlueCat Customer Care department ensures that every technical challenge is met with an exceptional level of expertise. This expertise includes local support for customers in their own time zone and in their own language. The level of service is equivalent to BlueCat's standard support services, and may be enhanced by local custom agreements with the Global Support Partner. For example,

four-hour hardware replacement and on-site engineers may be supplied directly by the BlueCat Partner. The result? Expert support delivered on time, every time.

### Level 1 support

Depending on the Service Level Agreement (SLA) selected, the customer can call, email or otherwise contact their assigned Global Support Partner for all level 1 issues.

### Escalation

Every Global Support Partner has direct access to escalation resources at BlueCat, as well as formal procedures for submitting cases for referral.

BlueCat's escalation resources respond to the Global Support Partner as they would to any customer issue to develop and provide appropriate resolutions and feed them back to the customer in turn.

Where required, and in concert with the Global Support Partner, BlueCat may work directly with the customer to resolve an issue.

### Emergency support

BlueCat's Customer Care directly for emergency support. BlueCat Customer Care will provide assistance in the first instance. The case may be referred back to the assigned Global Support Partner for final resolution.

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**To Learn More:**  
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