



BlueCat Customer Care  
Maintenance and technical support you can trust.

## The Industry's Best IPAM Solutions and Support

BlueCat's Customer Care team is there for your organization with the knowledge and resources you need to keep your network and core services running. Our mission is to provide the answers and solutions you seek in a timely, professional manner that exceeds your expectations



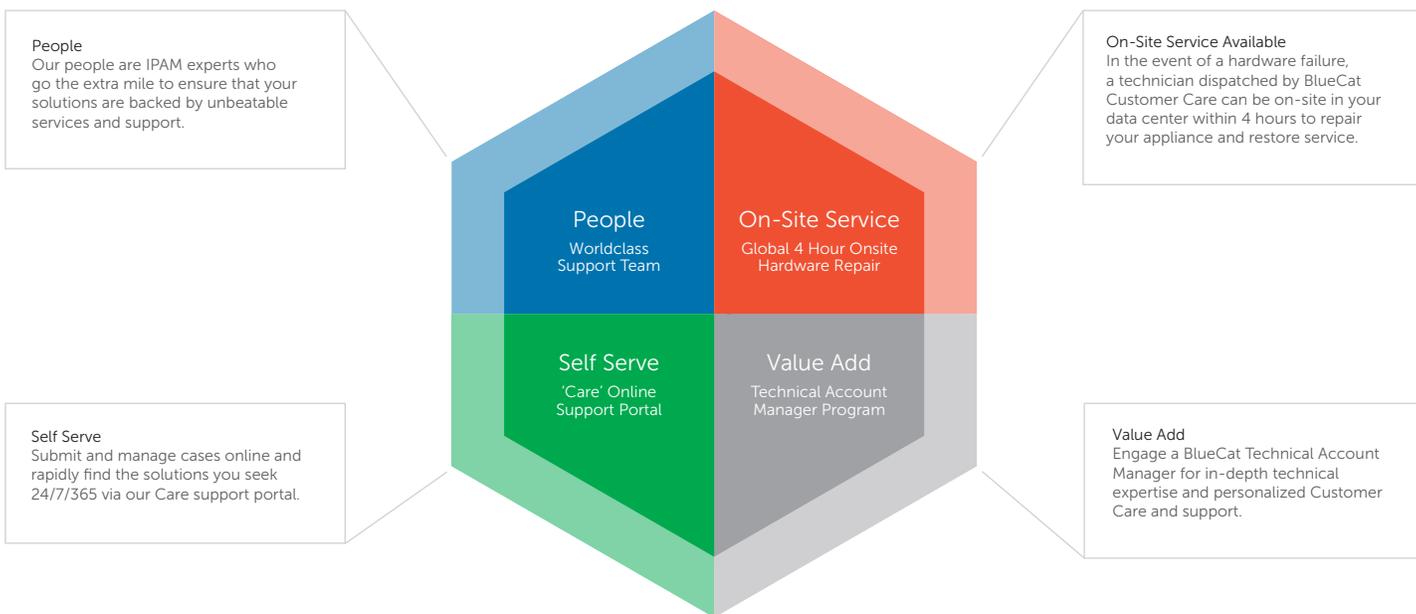
### A Full Range of Services

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- 24/7/365 technical support via our Care online portal, email or telephone
- Online case management with monitoring and alerts
- Knowledgebase and access to product updates and releases
- Critical patch notification
- Global 4-hour on-site hardware repair available 24/7
- Optional premium Technical Account Management (TAM) services

# Making it simple for you to find fast, actionable and accurate solutions

To successfully implement, manage and maintain your business-critical IP Address Management (IPAM), DNS and DHCP infrastructure, you need great technology backed by quality customer support. The BlueCat Customer Care team is your single point of contact for technical expertise, support and product resources. Our team is made up of highly qualified Technical Support Analysts who have a long history of working with the BlueCat solutions you use every day. Their specialized expertise, combined with a commitment to delivering responsive and proactive customer support, ensures that your organization will receive timely, consistent, high quality technical support when you need it.



## Best-in-Class 4-Hour On-Site Hardware Repair Available

To address the business-critical nature of IPAM, DNS and DHCP, BlueCat offers four-hour on-site hardware repair seven days a week in major markets. Our global on-site repair service maximizes uptime and business continuity by eliminating the need to 'swap out' your BlueCat hardware appliance in the event of a component failure. By adding on-site repair service, you gain the peace-of-mind that, should a hardware issue occur, a technician can be on-site within 4 hours to repair your appliance and help restore service.

BlueCat



Industry Average



### Key Benefits

- Ensure the availability and resiliency of business-critical network services
- Quickly restore normal operations in the event of a hardware failure
- Eliminate the asset management challenge of shipping a unit out for repair or replacement
- Eliminate the need to migrate data to a new system or upgrade the replacement appliance

Note: XMB continues to be supported via RMA (Advanced replacement).

# Care – The Complete Online Support Experience

To help you make the most of your BlueCat IPAM investment, our Care online support portal provides the self-service tools and resources you need, when you need them.



## Technical Account Manager (TAM) Program

Organizations with large or complex IP environments may opt to extend maintenance and support with our Technical Account Manager (TAM) program. Your designated Technical Account Manager acts as your skilled partner and champion, providing enhanced support services and proactive account management customized to meet your organization's end-to-end business needs. Your assigned TAM provides more personalized service and allows you to tap into a deep resource pool of experience and knowledge. Our TAMs average nearly a decade of industry experience and have multiple certifications and extensive training on BlueCat solutions.

The TAM Difference	Designated point of contact for in-depth technical and product expertise
	Consistent guidance on the use of our products in your specific environment
	Rapid issues resolution to ensure system availability and efficient operations
	Planning and support for upgrades and major changes
	Regular status reports and an annual on-site infrastructure and program review

## What Our Customers Say

"We now not only benefit from using a highly secure, redundant, industry-standard DNS management tool, but also from having instant access to a highly knowledgeable technical support staff to address or discuss any possible IP or DNS issues."

Greg Schmalhofer, Information Technology Manager  
Millersville University

"During and since implementation, BlueCat's support has been very responsive and helpful every time we've engaged them."

Holger Steinboehmer, Network Engineer  
Agilent Account, HP Enterprise Services

## About BlueCat

BlueCat IP Address Management, DNS and DHCP solutions provide the foundation for elastic networks that scale and adapt to the ever-changing demands placed on your infrastructure by consolidation, expansion and modernization. We enable the reliability of your core network services and securely connect devices, virtual machines and applications to your network. Enterprises, government agencies and telecom service providers trust BlueCat to manage the world's most complex networks and solve the tough technology challenges – from BYOD and virtualization to cloud, software-defined networking and the Internet of Things.

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