

Infoblox BloxCare maintenance & support programs

BLOXCARE SUPPORT SERVICES

Infoblox has designed technical support programs to suit the needs of all our customers. Underscoring all of the programs is our dedication to your satisfaction and success. Our expert teams strive to provide the highest level of support and thrive on delivering rapid resolution to technical problems. Feedback from our customer surveys shows very high satisfaction rates with the services that we provide. The following sections highlight Infoblox support offerings including Infoblox BloxCare Premium and Elite Maintenance programs as well as our optional Technical Account Manager service.



Infoblox provides a menu of comprehensive support programs that provide exceptional customer care tailored to your unique business needs. Infoblox BloxCare service offerings have been fine tuned over years of service to thousands of customers to ensure we provide the right support at the right time to facilitate your success. Infoblox takes customer care seriously and provides 24/7 access to certified Infoblox engineers through Global Support Centers (GSCs) delivering best-in-class support.

BLOXCARE PREMIUM MAINTENANCE PROGRAM

The BloxCare Premium Maintenance program is our most popular service offering. Since our products are part of critical infrastructure in your network, this base support program provides

- **24/7 x 365 assistance on technical questions or issues:** Support access is provided via a Toll free phone line, email, and our world class Online Infoblox Support Portal.
- **Access to our Software Download Center:** The Download Center hosts software upgrades, updates and patches.
- **Advanced Replacement RMA services:** These allow you to deploy replacement components before you return the components they replace.

BLOXCARE ELITE MAINTENANCE PROGRAM

Infoblox BloxCare Elite Maintenance includes all the benefits of BloxCare Premium and additionally provides:

- 24x7 accelerated access via dedicated telephone support line
- Case prioritization with enhanced SLA response times
- Enhanced SLA: Faster response times
- Proactive reach out
- Third party collaborative support
- Prioritization of feature requests



Over time Infoblox engineers form a closer relationship with our Elite customers and are positioned to assist in making the best selection of Infoblox products to meet your unique business needs.

BLOXCARE MAINTENANCE COMPARISON

| | Premium ¹ | Elite ¹ |
|---------------------------------------|---|---|
| Terms | 1-3 Years | 1-3 Years |
| Technical Support ² | | |
| Online Self-help Resources | ✓ | ✓ |
| Web/Email Support | ✓ | ✓ |
| Telephone Support | 24/7 x 365 | 24/7 x 365 |
| Dedicated Support Line | | |
| Response Target Times | 1 Hr Sev 1 2 Hr Sev 2 | 15 min Sev 1 1 Hr Sev 2 |
| Hardware ³ | | |
| Replacement | Advanced Replacement | Advanced Replacement |
| Delivery Method | Next Business Day within Covered Locations* | Next Business Day within Covered Locations ⁴ |
| Value-added Services | | |
| Third-party Collaborative Support | | ✓ |
| Product Recommendations | | ✓ |
| Prioritized Product Feature Requests | | ✓ |
| Beta Release Access | | ✓ |

1. See Infoblox Maintenance Terms and Conditions

2. View Product Support and End-of-Life policies

3. 1yr Hardware and 90 Days Software warranty is included for all Infoblox products

4. Order must be placed by 3pm local time

BLOXCARE TECHNICAL ACCOUNT MANAGEMENT

Infoblox customers have the option of adding a technical account manager (TAM) to their Premium or Elite BloxCare support. The TAM extends the base support program with a more customized, strategic, and high-touch engagement. The TAMs are highly skilled Infoblox engineers who become a true extension of your technical team. This add-on service provides focused access during local business hours with individualized guidance and support along with other valuable services:



| | TAM Plus* | TAM Advanced* |
|---|--|---------------|
| TAM Assignment | Designated | Dedicated |
| Customer Environment and Solution Awareness | ✓ | ✓ |
| Proactive Incident and Escalation Management | ✓ | ✓ |
| Health Reports and Operational recommendations | ✓ | ✓ |
| Upgrade Assistance | ✓ | ✓ |
| Reviews and Communications | Weekly | Weekly |
| Analytics and Business Review | Bi-Annual | Quarterly |
| Customer Advocacy | ✓ | ✓ |
| Tactical & Strategic Infoblox Solutions Guidance | ✓ | ✓ |
| Concept Verification for a Proof-of-concept (POC) | ✓ | ✓ |
| Proactive Technical Reviews, Best Practices, Sharing and Knowledge Transfer | ✓ | ✓ |
| Upgrade Support and Planning | ✓ | ✓ |
| Customer Specific Feature Enhancements & Bug Champion | ✓ | ✓ |
| Annual Architect Review Board (ARB) Review | | ✓ |
| Quarterly 1:1 with Infoblox TAM Director | | ✓ |
| On Site Visit | 2 On Site Visits (6 monthly) (T&E) | Quarterly |

*Requires purchase of Premium or Elite Maintenance on all Infoblox products

ADDITIONAL INFOBLOX SERVICES

Infoblox Technical Training and Certification

Infoblox technical training delivers significant benefit to your technical team by providing them the same Infoblox knowledge and toolset that our own Technical Support team members utilize. With high-quality technical training, your team better leverages the full potential of Infoblox software and hardware to rapidly meet the ever-changing needs of your organization. Fully trained teams tend to get the most out of their technology investment with fewer technical problems.

Professional Services

For customers that require assistance on integration, business continuity, security and compliance, or a site audit (an assessment of your current DNS best practices architecture), we offer Infoblox Professional Services. Our Professional Services consultants are deep subject-matter experts with years of experience with Infoblox products and networking technology. If you have a project that requires technical subject-matter expertise (possibly on site), be sure to inquire about Infoblox Professional Services.

Infoblox Authorized Partner Support

In some locations, customers may subscribe to localized support from authorized partners who meet rigorous performance metrics.

From the smallest local business to the largest global enterprise, Infoblox is here to ensure your success with the best-of-breed software, hardware, and professional support services. To find out more about Infoblox Support Services, please contact your Infoblox account team or visit www.infoblox.com/support.

“ It doesn't happen often, but once in a while we run into a problem. Many thanks to the Infoblox Support team who jump in quickly and really save our skins when it is important. I have always found the Infoblox team to be responsive, accountable, and collaborative in solving the toughest of challenges.”

Simran Sandhu
Manager of Network Services,
Adobe



Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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