bloxCare Maintenance Program

Congratulations, you've invested in the most widely selected and most reliable software and hardware technology for your critical network services. We believe that it's imperative to pair great products with responsive, courteous, and expert technical services. That's exactly what you get with Infoblox bloxCare Maintenance programs.

Your Success Is Our Success

BloxCare Premium Maintenance

Infoblox offers a number of technical support programs to suit customers of all sizes and needs. Underscoring all of the programs is our dedication to your satisfaction and success. Our expert teams strive to answer questions or solve technical problems as quickly and efficiently as possible. Feedback from our customer surveys shows very high satisfaction ratings for the services we provide. The following sections highlight Infoblox support offerings.

Technical Expert Team at Your Service 24 x 7 x 365

The Premium Maintenance program is our most popular service offering. At the core of the service is our Technical Assistance Center, where the industry's most highly qualified technical team is available to assist you around the clock, 7 days a week, 365 days a year with technical questions or issues.

Next Business Day Delivery of Replacement Hardware

Premium Maintenance provides our customers with advance exchange and next business day delivery for hardware replacements. If next business day delivery for replacement hardware is not available in your area or you require an immediate replacement, we offer significant discounts on spare units. This allows you to stock spares as needed in strategic locations local to your various bases of operation.

Powerful Online Support Portal for Expert Articles, Downloads, and Case Management

All Premium Maintenance customers have access to our world-class Online Support portal. Customers can search thousands of articles, technical notes, and product tips; open, monitor, and update technical support cases; and download current revisions of software.

bloxCare Platinum Maintenance

Large customers with complex configurations or mission-critical Infoblox deployments will greatly benefit from more comprehensive services with proactive technical account management. For those customers, we offer three levels of Platinum Maintenance:

- **Platinum**—for customers with a local, centralized IT infrastructure and staff who need phone and remote-based account management
- **Platinum Plus**—for organizations with local, centralized IT staff, provides face-to-face meetings and strategic business reviews with a dedicated Technical Account Manager
- **Platinum Global**—for customers with a globally disbursed IT staff and infrastructure, our highest touch and most globally reaching Technical Account Management program

Platinum Maintenance is added to and includes the benefits of Infoblox Premium Maintenance listed above plus:

- Technical Account Management, weekly top-issue conference calls, and priority technical and management escalations
- Quarterly operational business reviews and annual deployment reviews
- Local time zone coverage
- Infoblox Training credits and vouchers
- Representation in the Infoblox IPv6 Center of Excellence

Infoblox Upgrade Advantage

Convenient and efficient, Infoblox Upgrade Advantage is a subscription program that grants you access to new Infoblox virtual appliance updates as they become available at no additional cost. Upgrade Advantage protects your investment in Infoblox technology by ensuring that your network administrators always have access to the latest enhancements. When you add Upgrade Advantage to your bloxCare Maintenance contract at the time of virtual appliance purchase, you simplify future purchasing, planning, and budgeting—achieving more predictable budget and spend and increasing operational agility.

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CONTROL YOUR NETWORK

bloxCare Maintenance at a Glance		
	Premium	**Platinum Global**
Terms		
Standard	1 – 3 years	1 – 3 years
Technical Support		
Online Self-help Resources	Yes	Yes
Web and Email Support	Yes	Yes
Telephone Support	24 x 7 x 365	24 x 7 x 365
Response Time	Within 1 hour	Within 15 minutes
Hardware		
Replacement	Advance Replacement	Advance Replacement
Delivery Method	Next business day in supported locations	Next business day in supported locations
Account Management		
Dedicated Account Management	N/A	Yes
Onsite Visits and Quarterly Business Reviews	N/A	Yes
Upgrade Assistance/Standby Support	Remote Professional Services Engagements available for fee	Yes
Customer Environment Testing at Infoblox	Remote Professional Services Engagements available for fee	Yes
Upgrade Advantage		
Upgrade Virtual Appliances at Any Time During the Subscription Period	Available for purchase	Available for purchase
Training		
Technical Training and Certification	Available for purchase	Training credits included

* 1 year hardware and 90 days software warranty is included for all Infoblox products.

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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 have. With superior technical training, your team better realizes 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 consultants are deep subject-matter experts with years of experience working with Infoblox solutions and networking technology. If you have a project that requires technical subject-matter expertise (possibly on site), inquire about Infoblox Professional Services.

Infoblox Community

Visit the Infoblox Experts Community (community.infoblox.com) today to browse, search for information, and read posts from other customers and Infoblox employees. Register to post new messages, reply to others, receive notifications— and personalize your community experience.

About Infoblox

Infoblox delivers critical network services that protect Domain Name System (DNS) infrastructure, automate cloud deployments, and increase the reliability of enterprise and service provider networks around the world. As the industry leader in DNS, DHCP, and IP address management, the category known as DDI, Infoblox (www.infoblox.com) reduces the risk and complexity of networking.

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