



Infoblox Technical Success Management



MAXIMIZE THE VALUE OF YOUR INFOBLOX INVESTMENT WITH AN INFOBLOX TECHNICAL SUCCESS MANAGER

Receive personalized care, accelerate resolutions and optimize resources and solutions with Infoblox Technical Success Management.

Simplify the Complex with Your Infoblox Expert. The Infoblox Technical Success Management service provides a proactive advocate with expert knowledge of Infoblox solutions. The Technical Success Manager is an experienced support engineer and a single point of contact backed by the Infoblox Global Support Center (GSC) for all things Infoblox and is available via email and phone.

Your Infoblox Technical Success Manager provides solutions planning, deployment best practices and operational insights for your daily use of Infoblox solutions. The Technical Success program at Infoblox offers proactive management focusing on risk mitigation in critical business operations.

BENEFITS

Peace of Mind

Streamlined support experience delivered with ownership and accountability.

Optimal Business Outcomes

Keep your Infoblox solution running smoothly with minimal downtime.

Improved Efficiency

Reduce time and effort on incident creation, follow-ups, and escalations.

Minimized Risk

Effective planning resulting in faster upgrades and reduced downtime while upgrading.

Increased Customer Satisfaction

Operational efficiencies with reliable services that scale.

KEY FEATURES

- **Single Point of Contact:** Ensures availability during local business hours, backed by Infoblox Global Support Centers
- **Customer Knowledge:** Understands customer environments, deployed solutions, business objectives and strategic goals
- **Customer Advocacy:** Influences and leads with what is best for the customer-installed Infoblox solution
- **Accelerated Resolutions:** Offers increased priority and proactively follows up on cases to accelerate resolution, working directly with subject matter experts
- **Reviews and Communications:** Conducts and coordinates communications, reviews and access between the organizations to achieve mutually agreed business objectives
- **Trend Analysis and Reporting:** Provides reporting and analysis on agreed KPIs and case management
- **Operational Optimizations:** Shares best practices with operational recommendations and improvements to maximize value from customer's Infoblox investments
- **Upgrade and Migration Planning:** Coordinates access to resources, best practices, product updates, known issues and resolutions and recommended upgrades
- **On-Site Visits:** Available for onsite visits in select offerings

FAST TRACK ACCESS TO SUBJECT MATTER EXPERTS (SMES)

In addition to their knowledge of Infoblox products, customer environments and solution architectures, Infoblox Technical Success Managers bring another distinctive advantage: they have access to internal subject matter experts who can speed up resolutions and clarify features.

TECHNICAL SUCCESS SERVICE OFFERINGS AT A GLANCE

Regional – EMEA-only offering

Plus – Better for enterprises that have complex use cases and view Infoblox as a partner in their business growth.

US – Better for customers that need US citizen support personnel, available in the Americas support geography only.

SP – Best for global enterprises and service providers that offer mission-critical services to consumers and businesses.

	REGIONAL	PLUS	US	SP/GE
GEO Availability	EMEA Only	Global	AMS Only	Global
Customer Environment and Solution Awareness	✓	✓	✓	✓
Proactive Incident and Escalation Management	✓	✓	✓	✓
Reviews and Communications	Weekly	Weekly	Weekly	Weekly
Analytics and Business Review	Bi-Annual	Bi-Annual	Bi-Annual	Quarterly
Tactical and Strategic Infoblox Solutions Guidance	✓	✓	✓	✓
Proactive Technical Reviews, Best Practices Sharing and Knowledge Transfer	✓	✓	✓	✓
Upgrade and Migration Planning	✓	✓	✓	✓
Customer-Specific Feature Enhancements and Bug Champion	✓	✓	✓	✓
Upgrade Support		✓	✓	✓
Multi-Vendor Interoperability Collaboration				✓
Health Reports and Operational Recommendations				✓

	REGIONAL	PLUS	US	SP/GE
FedRamp			✓	
Vertical Expertise			Federal	Service Provider
Quarterly 1:1 with Infoblox Technical Success Director			Bi-Annual	✓
On-Site Visit	Remote Only	Remote Only	1 On-Site Visit Requires T&E	Quarterly in GEO



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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