infoblox

BloxCare Elite maintenance program

For larger, distributed deployments or for particularly sensitive business-critical networking scenarios, customers often need a higher level of support and personalized account management. For those customers Infoblox offers BloxCare Elite Maintenance. This comprehensive program includes not only reactive support, but also support access through a dedicated line with faster response service levels. We also build a closer relationship and team with our Elite customers to provide input to, and review of, new product plans and development.

BLOXCARE PREMIUM MAINTENANCE PROGRAM FEATURES & BENEFITS

Infoblox BloxCare Elite Maintenance Customers are able to take advantage of these services over and above, and in addition to, the other services provided in the BloxCare Premium Maintenance program.

24x7 Accelerated access via Dedicated Support Line
Your team will have expedited access to Infoblox support engineers via a unique support call line provisioned exclusively for you.

Enhanced SLA - Faster Response Time
Significantly shorter response to Severity 1 issues with a 15-minute target SLA for initial response and a 1 hour Target for Severity 2 issues.

Proactive Reach Out
Proactively reach out to Customers team based on current and historical support interactions, anticipating customer issues and addressing them proactively.

Third Party Collaborative Support
Optimized implementations of Infoblox products often include integration and exchange of data with home grown and Third-party systems. If any of these integrations experience difficulties, Elite customers may request help from Infoblox support engineers to assist with triage.

Product Recommendations
Infoblox certified engineers will review your unique deployment and provide recommendations on the optimal Infoblox products to use in your network. Infoblox software and hardware recommendations will consider available product functionality and hardware or software limits.

Prioritized Product Feature Requests

Infoblox is continually working to improve our products. These improvements include innovation and new capabilities as well as improvements to existing features. Customer input is a critical component of our feature design and prioritization process. Infoblox Elite customers will receive higher priority influence on product feature requests important to their business. Infoblox, however, does not guarantee adoption or inclusion off any such requests.

BETA Release Access

Infoblox invites selected customers to participate in testing BETA versions of new products. This allows the customers to evaluate the new capabilities and provide feedback. This process also allows customers to have input in product development, better decide how to best use any new capabilities, and consider alternatives for upgrading their production environment. Infoblox Elite customers will have primary consideration for participation in BETA testing and will be invited where Infoblox considers it appropriate based on the customer's environment, Infoblox products in use, and new project initiatives.

YOUR SUCCESS IS OUR SUCCESS

Whether you are part of a small organization or a global enterprise— the Infoblox Customer Advocacy Team is dedicated to your success. To find out more about Infoblox Support Services, please contact your Infoblox account team or visit www.infoblox.com/support.

---

infoblox.

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.

Corporate Headquarters
2390 Mission College Blvd, Ste. 501
Santa Clara, CA 95054

+1.408.986.4000
www.infoblox.com