

## DATASHEET

# BloxCare Premium Maintenance Program

Technical issues don't just happen during business hours. The BloxCare Premium Maintenance program was created to get you the support you need—when you need it—24 hours a day, 365 days a year. Our experienced technical support representatives are here to help you keep your mission-critical network services running. No matter where you are or what time it is, Infoblox is standing by to assist.



## BloxCare Premium Maintenance Program Features & Benefits

### Global Support Center (GSC)

Infoblox Global Support Centers are located around the globe and provide our customers with award-winning 24/7 support services via our support website, phone, or email. Our technical support engineers have vast experience across multiple IT disciplines, as well as a background in network engineering and operating systems, which allows them to quickly and accurately answer your technical inquiries.

### World-Class Online Support Portal

The Infoblox Support Portal contains convenient state-of-the-art tools to facilitate fast communication between you and our support professionals.

- **Online Case Management** allows you to report problems or ask our support team questions and track the status of your case in real time from your web browser.
- **Our Software Download Center** gives you instant access to the latest software upgrades, tools, and product documentation.
- **A Powerful Online Knowledge Base** contains thousands of useful articles, technical notes, and product tips.
- **A Self-help Portal** gives you step-by-step instructions so that you can get answers or resolve common issues quickly.

### Advanced Exchange Hardware Replacement

Premium Maintenance customers enjoy advanced exchange replacement for hardware units covered under this program. For those hardware units in the over 35 geographies accessible by our RMA depots, you can expect next-business-day delivery for any replacement unit.

In countries outside the reach of our global RMA depots, Infoblox offers an on-site spares program so that customers can purchase spare hardware to replace failed or malfunctioning Infoblox units. Replacement units will be delivered to backfill on-site spare units at no additional cost to you and via reasonable commercially available carriers.

## On-site Spares Program

Premium Maintenance customers can purchase on-site spares at significantly discounted prices. This feature makes it easy and cost effective to have hardware spares conveniently on hand in the event of a disaster, further enhancing your response time and ultimately promoting availability of your services.

## Software Updates

From minor software patches to major software upgrades, the Premium Maintenance program provides software updates at no additional charge via the download center on the Infoblox Support Portal.

## BloxCare Premium Maintenance at a Glance

Premium Support Program	
<b>Global Support Center Access</b>	
Contact options	Toll-free hotline, Email, Web portal
Hours of coverage	24/7 x 365
Initial response time	1 hour
<b>Software Revisions</b>	
Software patches	Yes
Minor software revisions	Yes
Major software revisions	Yes
<b>Hardware Replacement Services</b>	
Method of replacement	Advanced replacement
Method of delivery	Next business day (where available)

## From Our Customers

We care what our customers think and value your input and feedback. Here are a few quotes from a recent customer survey:

*“Tech support folks I’ve worked with have all been great; really know the products, personable.”*

*“When a member of the INFOBLOX DNS GRID was found defective, after consulting with support a new one was sent to me right away even before I had returned the broken one. I really appreciate this kind of action and trust.”*

*“Support has been very exceptional—issues are resolved usually on the first call or shortly thereafter.”*

*“Support is very fast and very professional. Really appreciated.”*

## 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](http://www.infoblox.com/support).



Infoblox is leading the way to next-level DDI with its Secure Cloud-Managed Network Services. Infoblox brings next-level security, reliability and automation to cloud and hybrid systems, setting customers on a path to a single pane of glass for network management. Infoblox is a recognized leader with 50 percent market share comprised of 8,000 customers, including 350 of the Fortune 500.

Corporate Headquarters | 3111 Coronado Dr. | Santa Clara, CA | 95054  
+1.408.986.4000 | 1.866.463.6256 (toll-free, U.S. and Canada) | [info@infoblox.com](mailto:info@infoblox.com) | [www.infoblox.com](http://www.infoblox.com)



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