

Maximizing Your Investment in Blue Coat

Selecting the right product or technology to ensure safe and productive business operations over the web is only the first step. Companies are also looking for ways to maximize their operational efficiency, maintain their service level agreements, and protect their investments. BlueTouch Support Services are a comprehensive portfolio of support offerings, and complements Blue Coat's award-winning network appliances and software products. BlueTouch services enable you to safeguard your network and maximize your investment.

BlueTouch Services Ensure Your Network is Up and Running

When your network security and performance are on the line, it is imperative that you have access to qualified resources and advanced technical tools when you need them. BlueTouch Support Services include 24x7 technical support by phone or online, as well as customer care, and additional service options to match your business and technical requirements.

Experienced and certified Blue Coat technical support staff is available at six interconnected support centers worldwide to rapidly respond to and solve your support requests. BlueTouch Support Service options protect your business by providing access to software updates and hardware replacements in addition to many other benefits, and provides peace of mind to smoothly manage your business and IT operations.

Technical Support

With BlueTouch Support Services, you have access to Blue Coat's technical support team of certified service experts who are ready to assist you to keep your network operational and your Blue Coat products optimized. Benefits of BlueTouch Support include:

- Unlimited 24x7 technical phone support
- Toll-free phone access in more than 20 countries
- Local language support in select countries
- Immediate response to severity 1 issues
- Skilled routing of calls to an expert Customer Support Engineer with the right skills for your specific service request

Web-Based Tools

With BlueTouch Support Services, you also have around-the-clock access to BlueTouch Online (BTO), Blue Coat's customer support portal. BTO includes:

- An extensive and easily searchable Knowledge Base
- Product-Specific User Forums
- Security Advisories and Technical Alerts
- Product Documentation
- Entitled Software Releases
- The ability to open and manage your service requests
- The ability to view shipping status of any Return Material Authorization (RMA)

Hardware Support

With BlueTouch Support Services, as well as under product warranty, you are entitled to hardware repair or replacement from Blue Coat's worldwide network of supply depots:

- Hardware replacement options vary based on your operational requirements and your service agreement; a range of response times is available to meet your needs (see the table below for option details).
- Onsite support by a qualified technician (available on select service options).
- The ability to dispose of old equipment via BluePlanet™, Blue Coat's environmentally friendly product recycling initiative.

Summary

BlueTouch Support Services complement Blue Coat's award-winning products, ensuring that customers derive maximum value. To learn more about BlueTouch Support Services, and our portfolio of Training, Proactive and Professional Services, contact your Blue Coat Sales Representative or authorized Blue Coat Reseller or visit us at www.bluecoat.com/support.

BlueTouch Support Service Options Overview

DESCRIPTION OF SERVICE		SERVICE OPTION PACKAGES					
		STANDARD	STANDARD PLUS	ADVANCED ¹	PREMIUM ¹	PREMIUM PLUS ¹	SOFTWARE SUPPORT ⁶
TECHNICAL SUPPORT	Online Web Support	✓	✓	✓	✓	✓	✓
	24 x 7 Phone Support	✓	✓	✓	✓	✓	✓
SOFTWARE UPDATES	Minor and Maintenance OS Software Updates	✓	✓	✓	✓	✓	✓
	Major OS Software Releases	✓	✓	✓	✓	✓	✓
HARDWARE	4 hour arrival, 7 days a week					✓	
	4 hour arrival during regular business hours ²				✓		
	Next business day arrival ³			✓			
	Same day shipment ⁴		✓				
	10 day return to factory for replacement ⁵	✓					
TECH	Onsite Technician						
	Blue Coat technician installs replacement hardware.			Optional	Optional	Optional	

¹ Guaranteed delivery options must be approved by Blue Coat prior to purchasing.

² Request must be validated by 1 p.m. After 1 p.m., hardware will arrive by 12 noon the following business day.

³ Request must be validated by 1 p.m. After 1 p.m., hardware will arrive the next consecutive business day.

⁴ Request must be validated by 1 p.m. Actual hardware delivery time is not guaranteed.

⁵ Faulty hardware shipped to Blue Coat. Upon receipt, Blue Coat will ship a replacement within 10 business days.

⁶ Available on Blue Coat "software only" products.

Additional Resources:

Technical support case handling: <http://www.bluecoat.com/support/support-policies/case-handling>

RMA information: <http://www.bluecoat.com/support/support-policies/rma-info>

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