



## Blackhawk Technology Consulting LLC

### ***Blackhawk Business Critical Support Option Datasheet***

#### **Overview:**

The Blackhawk Business Critical Support Option is offered as a supplement to the Blackhawk Platinum Support Offering. For each supported data center team, this service provides personalized Reactive and proactive support services for Blackhawk customers with business critical services and solutions. The Blackhawk Business Critical Support Option provides the highest level of personalized, proactive customer support available from Blackhawk Technology Consulting LLC.

#### **Blackhawk Business Critical Support Option Features:**

The following features can be found in the Blackhawk Business Critical Support Option:

**Designated Support Team:** With the Blackhawk Business Critical Support Option, a designated team of support engineers is assigned to support your business critical data center.

**Direct Contact with Senior Level Engineers:** All support requests filed online or by e-mail will be owned and worked by your designated support team. Support requests which are filed by phone will bypass Level 1 and will be routed to a support queue which is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.

**Detailed Customer Site Profile:** A primary contact on your designated Blackhawk support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all Blackhawk team members who are supporting your account.

**Detailed Customer Support Plan** A primary contact on your designated Blackhawk support team will work with you to document a detailed Support Plan outlining points of contact and key processes.

**Root Cause Analysis:** Should there be an outage which affects system availability, Blackhawk Global Support Services will upon your request; work to provide formal root cause analysis for your Severity One Support Requests. Blackhawk will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.

### **Prerequisites:**

This support offering requires the Blackhawk Platinum Support Offering. One customer contact must be identified as the virtualization service or solution manager.

### **Log File Review:**

Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.

### **Monthly Support Review Meeting:**

Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.

**Length of Service:** 1 year

**Maximum Customer Contacts:** 4 support administrators per site

**Number of Support Requests:** Unlimited

### **Additional Information:**

For additional information about our support offerings please call: 541-505-7229 or refer to our Blackhawk Support Guide in this packet.