



## Blackhawk Technology Consulting LLC

### ***Blackhawk Continued Support Offering Datasheet***

#### **Overview:**

The Blackhawk Continued Support offering is designed for non-critical applications and platforms which require support during normal business hours. Our Global Support Center has been strategically placed to provide you with fast and efficient access to the Global Support Center in your region. Each center is staffed with engineers that can provide industry leading expertise in virtualization technologies and years of experience supporting virtualization technologies in real-world customer environments. Here at Blackhawk Technology Consulting LLC, we are committed to delivering enterprise-class support and customer service. Our success is your success.

#### **Blackhawk Gold Support Offering Features:**

The following features can be found in the Blackhawk Gold Support Offering:

**Hours of Operation:** 12 hours a day, Monday through Friday

**Length of Service:** 1, 2 or 3 years

**Services Support:** Yes

**Solutions Support:** Yes

**Product Support:** Yes (Level 1 and 2)

**Consulting Support:** Yes

**Method of Access:** Telephone – Severities 1, 2, 3 and 4 - Web – Severities 2, 3 and 4

**Response Method:** Telephone/Email

**Remote Support:** Yes

**Access to Blackhawk Support Site:** Yes

**Access to Blackhawk Discussion Forums and Knowledge Base:** Yes

**Max Number of Support Administrators per Contract:** 4

**Number of Support Requests:** Unlimited

**Target Response Times:**

- Critical (Severity 1) – Telephone only\*

- Major (Severity 2)
- Minor (Severity 3)
- Cosmetic (Severity 4)

***Note: All Severity 1 support requests must be created via telephone.***

***Note:*** The price for the continued support is 25% of the initial cost of the project and they can be purchased in 3-month increments.

### **Additional Information:**

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

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