



## **Blackhawk Technology Consulting LLC**

### ***Blackhawk Platinum Support Offering Datasheet***

#### **Overview:**

The Blackhawk Platinum Support offering is designed with your critical production environment in mind, whether that is your data center or your business critical applications. Our Global Support Center which is located in Oregon and New Jersey are staffed around the clock to provide you and your business access to our industry leading expertise in virtualization technologies and professional services. Blackhawk Technology Consulting LLC is committed to delivering our customers an enterprise-class support with a single objective in mind, your businesses success!

#### **Blackhawk Platinum Support Offering Features:**

The following features can be found in the Blackhawk Platinum Support offering:

**Hours of Operation** – 24-hours a day, 7 days a week and 365-days a year

**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 or web

**Response Method** – Telephone and e-mail

**Remote Support** – Yes

**Access To Blackhawk Support Site** – Yes

**Access to Blackhawk Knowledge Base** – Yes

**Maximum Number of Support Admins Per Contract** – 4

**Number of Support Requests** – Unlimited

**Onsite Support(for exceptional incidents)** – Yes

**Target Response Times - Telephone: All Severities**

- **Critical Severity: 1**
- **Major Severity: 2**

- **Minor Severity: 3**

### **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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