



Blackhawk Technology Consulting LLC

Blackhawk Site Support Offering Datasheet

Overview:

The Blackhawk Site Support Offering is designed to offer customers who have purchased one of our services, solutions and products with 50 or more licenses. Site support allows customers to aggregate all of their support contracts for the services, solutions and products from which they have purchased from Blackhawk into a single contract. All product licenses purchased through Blackhawk for Level 1 and 2 supports covered for a site support customer team will be covered for business hours support.

You will benefit by receiving only one invoice; renewing only one contract on one date.

Blackhawk Site Support Offering Features:

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

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

Length of Service: Valid for one year after purchase

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: Phone and e-mail

Access to Blackhawk Support Site: Yes

Access to Blackhawk Discussion Forums and Knowledge Base: Yes

Max Number of Support Admins 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)

Additional Information:

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

Copyright 2008, Blackhawk Technology Consulting LLC