

Brand new Ticketing System and Customer Portal will be available on the 18th of February!

Greetings from the Blancco Support Team!

As we look to improve our customer/partner experience, we have undertaken planning efforts to migrate our current Ticketing System and Customer Portal to a more robust, globalized, ticketing platform. This migration will allow us to take full advantage of our global presence, and give us the necessary tools to deliver better support, faster!

The anticipated launch of a new **Customer Portal and Support Ticketing System is Feb 18th**. Rest assured, that all open incidents you have submitted to our support team, will carry over to the new system, and it will be business as usual. We do not expect any service interruptions. We will follow up shortly with additional information and a quick start guide, to assist all of our customers/partners logging in to our new system for the first time.

We value our relationship with our customers and partners, and look forward to continuous improvements to ensure you are satisfied!

Regards,
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