

Blanco Support Plans has been updated! Read the post for more details!

Blanco support operations are designed to meet the varying needs of our clients worldwide, across industries and time zones. Each support plan offers unique features and resources tailored for your business requirements.

We have revised our Support Plans and starting March 12th 2021 below plans will be in effect.

To further discuss the options and the details of your existing Support Plan, please contact your Blanco Sales representative.

Support Plan (SP) Features	Enterprise (SPE)	Premium (SP1)	Advanced (SP2)	Basic (SP3)	Webstore/No SP
Product Upgrades	✓	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓	✓
Email Support	✓	✓	✓	✓	
Phone Support	✓	✓	✓		
Remote Session Support	✓	✓			
Max. Customer Contacts	Unlimited	10	5	2	
Annual Remote Health Check (Upon Request)	✓	✓			
Annual Onsite Health Check (Upon Request)	✓				
Technical Account Manager	✓				
24X7 Support Phone Line	✓				
Severity 3-4 *Initial Human Response Time	2 hours	4 hours	6 hours	8 hours	
Severity 2 *Initial Human Response Time	1 hour	2 hours	4 hours	8 hours	
Severity 1 *Initial Human Response Time	30 min	1 hour	2 hours	8 hours	
*During 8am-5pm local business hours, except for SPE.					

Below table explains the features included in each Support Plan in more detail.

Feature	Description
Product Upgrades	Ability to upgrade to the latest product versions
Portal Support	Access to our Support Portal
Email Support	Access to receive technical support via email
Phone Support	Access to receive support by calling one of our area offices
Remote Session Support	Access to host screen share sessions with our support team
Max Customer Contacts	The number of contacts permitted to submit incidents to support
Annual Remote Health Check	Upon request, a yearly 1 hour virtual meeting to review product configuration, best practices and optimizations
Annual Onsite Health Check	Upon request, a yearly half-day onsite meeting to review product configuration, best practices and optimizations
Technical Account Manager	An assigned senior member of the Technical Support team, to act as customer advocate and host regular meetings to ensure overall account health

Severity 1-2-3-4	Product severity of the incident, described further in the Handbook
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