

Unlock the Power of World-Class Customer Support

Experience unparalleled customer support with Blanco. Our high-performing and customer-focused team is dedicated to providing best-in-class global support in 10 languages. Whether you need assistance with data erasure or mobile products, our HDI Certified technicians are ready to assist you every step of the way. Trust in our expertise to ensure a seamless and efficient experience with your support needs.

Benefits of Blanco Support:

- ✔ **Expertise:** Our HDI Certified technicians possess deep knowledge, and expertise in data erasure and mobile products, allowing them to provide comprehensive support.
- ✔ **Global Coverage:** With support available in 10 languages, we cater to a diverse range of customers worldwide, ensure effective communication and problem resolution.
- ✔ **Customer Focus:** We prioritize your needs and provide personalized support tailored to your specific requirements, ensuring maximum satisfaction.
- ✔ **Best-in-Class Service:** Our commitment to excellence means you'll receive top-notch support that sets the industry standard.
- ✔ **Seamless Assistance:** Our team is always ready to assist you, guiding you through any challenges and ensuring a smooth support experience.

Trust Blanco for world-class customer support that goes above and beyond. Unlock the power of our dedicated team's expertise and enjoy peace of mind knowing that your support needs are in capable hands.

Support Options

Blanco's 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.

Enterprise Support Plan (SPE)

This is Blanco's highest Support Plan offering, specializing in pro-active support functions designed to ensure our partners and enterprise customers receive the "best-in-class" global support. This plan includes 24X7 year round support, as well as an assigned Technical Account Manager.

Premium Support Plan (SP1)

A comprehensive level of support, the Premium Support Plan is designed to provide our worldwide customers' application infrastructures the highest level of availability. Blanco's technical support teams work efficiently to resolve issues and requests and to help take preventive action to avoid future issues, at advanced initial response targets.

Advanced Support Plan (SP2)

Designed for customers whose business requires the security of knowing that a Blanco Support Engineer is available to assist them Monday through Friday during business hours, excluding holidays (business hours and holidays may vary by support center). Advanced Support Plan includes access to phone/portal/email.

Support Plan (SP) Features

	Enterprise (SPE)	Premium (SP1)	Advanced (SP2)
Product Upgrades	✓	✓	✓
Portal Support	✓	✓	✓
Email Support	✓	✓	✓
Telephone Support	✓	✓	✓
Remote Session Support	✓	✓	
Max. Customer Contacts	Unlimited	10	5
Annual Remote Health Check (Upon Request)	✓	✓	
Annual Onsite Health Check (Upon Request)	✓		
Technical Account Manager	✓		
24x7 Support Phone Line	✓		
Severity 3-4 <small>*Initial Human Response Time</small>	2 hours	4 hours	6 hours
Severity 2 <small>*Initial Human Response Time</small>	1 hour	2 hours	4 hours
Severity 1 <small>*Initial Human Response Time</small>	30 mins	1 hour	2 hours

* During 8am-5pm local business hours, except for SPE.