

# 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, diagnostics 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 within our Blanco Corporate, ITAD, and SMB Bundles is designed to offer unique features and resources suited for different business requirements.

### Enterprise Support Plan (SPE)

This is Blanco's highest Support Plan offering, included in our Enterprise and Pro-Scale Bundles, delivering 24X7 year-round support and specializing in proactive support functions designed to ensure our partners and enterprise customers receive the "best-in-class" global support. This plan also includes an option to add an assigned Technical Account Manager\*, who will offer personalized guidance, proactive issue prevention, and strategic advice to optimize your performance.

### Premium Support Plan (SP1)

A comprehensive level of support, the Premium Support Plan is included in our Power and Pro Bundles. It 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). This plan, included in our Essentials, Core, and Select Plus Bundles, includes access to phone/portal/email.

# Support Plan (SP) Features

Blanco’s support operations are designed to meet the varying needs of our clients worldwide, across industries and time zones. Each support plan within our Blanco Bundles - Corporate, ITAD, and SMB - offers unique features and resources suited for different business requirements.

	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)	✓	✓	
*Technical Account Manager	Add-on		
24x7 Support Phone Line	✓		
<b>Severity 3-4</b> **Initial Human Response Time	2 hours	4 hours	6 hours
<b>Severity 2</b> **Initial Human Response Time	1 hour	2 hours	4 hours
<b>Severity 1</b> **Initial Human Response Time	30 mins	1 hour	2 hours

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

\* Additional fees apply.

\*\* The Initial Human Response is computed based on the time when the incident is submitted to our ticketing system and a human response.

**Note:** Maintenance Only (MO) is an exclusive offering reserved for qualifying small businesses, providing access to product upgrades and Knowledge Base.