



## Unparalleled Service

Blue Coat Systems award-winning Proxy appliances enable security administrators to control user communications over the web to provide a safe and productive working environment. To further safeguard your network, Blue Coat Systems offers a comprehensive set of support services programs.

When it's your network security and performance on the line, it is imperative that your security administrator have access to qualified technical resources. With support centers worldwide, Blue Coat Systems experienced staff is equipped to rapidly respond to your request. In addition, all Blue Coat Systems service offerings were designed to protect your business in the event of a hardware failure, yet maintain the flexibility required to meet your organization's specific logistical and budget needs.

Teamed together, Blue Coat Systems products and service offerings provide the protection and flexibility required to keep your network up and running.

## Follow the Sun Support...

With four support centers strategically positioned around the globe, Blue Coat Systems knowledgeable and experienced on-duty staff is equipped to deliver worldwide telephone support in English, 24 hours a day, seven days a week.

## Reach Us Anytime, Anywhere...

Experience personal and secure access to WebPower, our exclusive online service. Available anytime and anywhere, WebPower features an array of self-service tools, including:

- > A case management system that allows you to conveniently open, review, and update trouble tickets online
- > A comprehensive solutions database covering a wide range of topics.
- > Access to exclusive software downloads, support materials, and installations notes.
- > The ability to check status on Return Materials Authorizations (RMAs)

## Blue Coat Systems Warranty Services

All Blue Coat Systems hardware products include a:

- > 90-Day Phone Support Warranty
- > 90-Day Blue Coat Operating System Software Warranty
- > 1-Year Hardware Warranty

## 90-Day Technical Support & Software Warranty

For the first 90 days, customers will receive 8x5 technical phone support. Support includes assistance with configuration, identification of equipment and/or software problems and logging into customer systems for diagnosis of problems.

The 90-day warranty also includes access to all minor and maintenance releases of Blue Coat operating system software.

## 1-Year Hardware Warranty

For the first ninety days of the warranty, Blue Coat Systems will advance ship a replacement unit within 5 business days.

For the remaining nine months of the warranty, hardware will be repaired under our Return for Repair service.

## Support Means Education...

Blue Coat Systems offers introductory and advanced courses designed to make your network administrator fully proficient on our products. Our instructor-led courses provide in depth training on all aspects of Blue Coat Systems technology, from installation to configuration and troubleshooting.

## Blue Coat Systems Service Offerings

Blue Coat Systems offers a comprehensive set of support programs. Designed to be flexible, our service offerings allow you to select the program that fits your business model.

### PLATINUM Service

Products covered under Platinum Service are entitled to:

- > Unlimited 24x7 Telephone Support
- > One-Hour Telephone Response on Support Requests Opened via Telephone
- > Next Day Advance Hardware Replacement
- > Unlimited Access to Major, Minor and Maintenance Releases of Blue Coat SGOS Software & Updates

### When Support is Required Round the Clock...

Platinum service customers are entitled to unlimited 24x7 technical phone support.

Products will be entitled to advance replacement of hardware product prior to Blue Coat Systems receiving the faulty item. Hardware will be shipped same day when RMA requests are deemed necessary by Technical Support before the RMA cut off times.

Platinum Service also includes unlimited access to all major, minor and maintenance releases of Blue Coat operating system software.



In conjunction with a Platinum Service Contract, customers have the option to purchase on-site service and receive 4HR or NBD Advanced Hardware Replacement, along with on-site technical assistance. All on-site service contracts must be approved by Blue Coat Systems as this service is not available in all locations.

**Gold Service**

Products covered under Gold Service are entitled to:

- > Unlimited 8x5 Telephone Support
- > Four-Hour Telephone Response on Support Requests Opened via Telephone
- > Next business day Advance Hardware Replacement
- > Unlimited Access to Major, Minor and Maintenance Releases of Blue Coat SGOS Software & Updates

**When Support is Required During the Work Week...**

Gold service customers are entitled to unlimited 8x5 technical phone support.

Products will be entitled to advance replacement of hardware product prior to Blue Coat Systems receiving the faulty item. Hardware will be shipped same day when RMA requests are received during regular business hours and deemed necessary by Technical Support before the RMA cut off times.

Gold Service also includes unlimited access to all major, minor and maintenance releases of Blue Coat operating system software.

In conjunction with a Gold Service Contract, customers have the option to purchase on-site service and receive Next Business Day Advanced Hardware Replacement, along with on-site technical assistance. All on-site service contracts must be approved by Blue Coat Systems as this service is not available in all locations.

**Summary of Key Blue Coat Systems Warranty & Service Feature Offerings**

	90 Day Software, Phone Support & Hardware Warranty	1 Year Hardware Warranty	Gold Service Contract	Platinum Service Contract
<b>Online Web Support</b> Monday - Friday / Regular Business Hours Excluding Holidays				
<b>Phone Support - Regular Business Hours</b> Monday - Friday / Regular Business Hours / Excluding Holidays				
<b>Phone Support - After Hours</b> 7 Days a Week / 24 Hours a Day / Including Holidays				
<b>OS Software Updates</b> Minor & Maintenance Releases (For Purchased Software Family)				
<b>OS Software Updates</b> Major Releases (For Purchased Software Family)				
<b>1 Day Advance Hardware Replacement</b> Replacement shipped within 1 Business Day (Same Day when RMA processed by RMA cut-off times, Mon-Fri)				
<b>1 Day Advance Hardware Replacement</b> Replacement shipped within 1 Day (Same Day when RMA processed by RMA cut-off times)				
<b>5 Day Advance Hardware Replacement</b> Shipped within 5 Business Days				
<b>30 Day Return for Repair or Replacement</b> Faulty product shipped to Blue Coat. Upon receipt Blue Coat repairs or replaces & ships back within 30 days.				



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