

DATASHEET

Customer Testimonial

“I’m very pleased with the support from the Tech staff. They are very versed in technical detail of the Infoblox product. They also take the time to explain what steps they perform to correct the issue. A big thanks.”

Gary Brinkerhoff
The Men’s Wearhouse

The Infoblox Customer Support Program

bloxCare™ Services ensure that your Infoblox products are always up to date and delivering critical services for your network and applications. With *bloxCare* you can count on round the clock availability of the expertise and resources to keep your core network services up and running.

bloxCare Services deliver an acclaimed customer support program with extremely high customer satisfaction ratings. In independent surveys of our customers, 99% indicate that Infoblox customer support meets or exceeds their expectations in terms of expertise, ease of contact, professionalism and problem resolution. Infoblox support consistently earns accolades from the most demanding networking and IT professionals, including those who run the largest and most complex networks in the world.

bloxCare Highlights

Global Reach

Infoblox maintains customer support facilities throughout the world to ensure timely response to our customers’ support requirements. As part of our customer support program we maintain following facilities:

- Four fully staffed global technical support centers
- Nine global product depots for prompt replacement of hardware



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“The response time to all of my issues is always very fast - and not just a quick e-mail saying “we have your information” - the responses are relevant / actionable items.”

Gord Taylor,
Royal Bank of Canada

Expertise to Exceed Your Expectations

Infoblox technical support engineers are experts in the Infoblox product line and core network services. They have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills. All the Escalation Engineers have vast experience over multiple systems and have network engineering or operating systems background.

World Class Support Portal

Infoblox has deployed state of the art tools and technologies to allow easy communications with customers and effective tracking of customer support cases.

- **Knowledgebase** – Our customer self help portal contains over a thousand articles and tech notes to help customers resolve some of their frequently.
- **Download Center** – The download center provides instant access to the latest software upgrades, tools and product documentation.
- **Case management Tools** – Customers can use our CRM portal to report problems and track progress on their open cases online.

Round the Clock Access

Infoblox products support the critical core network services that underlie all mission-critical applications. Our customers can reach us with their questions and problems 24 hours a day via phone, email or web access for a quick resolution.

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“As always, Infoblox tech support is fantastic to ferret out complex problems and patiently and gently lead the customer to the solution. Great job !! Many thanks.”

Larry Click
County of Riverside

Access to the Latest Software Releases and Patches

bloxCare customers have access to the latest software updates and patches. This presents tremendous value to customers since Infoblox engineering team is continuously enhancing the product and adding new functionality.

Infoblox Customer Support Offerings

Premium Maintenance Program

bloxCare Premium Maintenance is an annual service that offers:

- Advance exchange replacement of defective hardware.
- Telephone-based support 24 hours/day, 365 days/year accessed through a dedicated support line.
- Web-based support through the online support center or email 24 hours/day, 365 days/year.
- Enhanced escalation for high-priority problems.
- All NIOS™ software updates.

For a detailed description of Premium Maintenance service, please refer to the Premium Maintenance data sheet

- *Web:* <http://www.infoblox.com/services/migration.cfm>
- *PDF:* http://www.infoblox.com/support/pdf/ds_maint_premium.pdf

Next Business Day Delivery

Replacement hardware units provided under the Premium Maintenance Program destined for locations in the continental US and Hawaii are delivered the next business day after an RMA is issued. Infoblox offers a next business day delivery option that covers additional 35 countries including most of Western Europe for those customers with distributed international operations.

Onsite Spare Program

Infoblox onsite spare program allows customers to purchase spare hardware, to be used for replacing failed or malfunctioning Infoblox units. This program enables rapid hardware replacement for locations not covered by the Next Business Day Delivery option.

Three Ways to Get Support

Infoblox makes it easy to get in touch with customer support. Customers can contact Infoblox in following three ways:

Email Support

Customers may request assistance from Infoblox technical support via email at support@infoblox.com. All email incident reports are logged into the Infoblox support CRM database and are addressed based upon the priority of the issues.

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Web Support

Our online support center (support.infoblox.com) provides many resources for customer self-service. It contains an online searchable knowledgebase, downloadable tools for administering your Infoblox products, and a web-enabled portal that allows users to log new support incidents and check the status of previously submitted incidents on a 24 x 7 basis.

Telephone Support

Telephone technical support is available 24 x 7, 365 days a year for all Priority 1 issues. All lower priority issues are handled between the hours of 6:00 a.m. and 6:00 p.m. PST. Customers in North America can contact us toll-free at 1-888-463-6259. Customers calling from outside North America can contact Infoblox technical support at +1-408-625-4200.

Infoblox Product Warranty and Services

The standard hardware warranty is for a period of one year. The system software has a 90-day warranty that will meet published specifications. Optional service products are also available that extend the hardware and software warranty. These products are recommended to ensure the appliance is kept updated with the latest software enhancements and to ensure the security and availability of the system. Professional services and training courses are also available from Infoblox. Information in this document is subject to change without notice. Infoblox Inc. assumes no responsibility for errors that appear in this document.