BLUE COAT

Security Empowers Business

ENHANCED BLUETOUCH CORNERSTONE PROACTIVE SERVICE

SOLUTION BRIEF

Blue Coat solutions are deployed in mission critical environments to secure networks and accelerate performance in distributed and increasingly complex deployments. Network reliability, resiliency and agility are key attributes necessary to meet today's evolving business and security challenges and to avoid costly network downtime. Blue Coat Proactive Services are offered to meet these challenges through personalized and proactive support delivered by highly skilled engineers.

Cornerstone Service has been enhanced and now offers an assigned Technical Account Manager (TAM) at its foundation. Technical account management provides support case ownership, oversight, continuity and prevention over the course of the annual agreement to optimize your mission critical Blue Coat product's performance and uptime.

The Technical Account Manager develops detailed knowledge of your network infrastructure and business objectives, conducts regular technical reviews, and recommends preventive action plans for continuous operational improvement. You can select additional services such as training and professional services to further build a service offering to match your strategic and tactical support requirements.

Scope

BlueTouch Cornerstone enhances the level of your Technical Support from Blue Coat and is in addition to standard and maintenance contract coverage. To purchase Cornerstone, a valid BlueTouch support and maintenance contract is required on all Blue Coat products. The TAM is unable to provide technical support on any Blue Coat assets that are not covered by BlueTouch maintenance contracts.

Cornerstone provides for three named technical contacts within your organization who may work directly with the assigned Technical Account Manager. Additional named contacts (up to a maximum of five) may be purchased from the Options Menu.

Your assigned TAM will work with you directly during your regular business hours. After hour requests are routed to the Blue Coat 7x24 Global Support Center for quick response. Your TAM is notified of all Service Requests opened after-hours to ensure that all technical issues receive the proper attention and responsiveness.

Availability

Cornerstone is available globally on an annual or multi-year contract basis for all Blue Coat Solutions products. Your TAM is resourced within your region and is available during standard business hours.

Ordering

This service can be ordered through your Blue Coat Systems channel partner.

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FEATURE	BENEFITS	DESCRIPTION
TECHNICAL ACCOUNT MANAGER	• A single point of contact for all technical support requests during business hours • Accelerates case resolution through interlock with specialized technical workgroups and engineering • Focused on helping you optimize your Blue Coat deployment	The TAM documents the Customer network environment, case history, and business objectives in detail and serves as a Service Champion within Blue Coat to ensure that Customers receive the highest standard of support. Your assigned TAM will solve issues directly during your regular business hours. After hour requests may be routed to a Blue Coat technical support engineer for quick turn-around. Your TAM will ensure that all technical issues are tracked and resolved in a timely manner.
ONSITE (3) VISITS	• Fosters a collaborative support relationship and tight integration between your technical teams and the Blue Coat TAM	• **Kick-Off Meeting** - Initial meeting between TAM and Customer technical team(s); collaborative development of the Account Management Roadmap. • **Mid-year Review** - Map progress against the Account Management Roadmap; alignment of goals for next six months of service delivery. • **Annual Review** - An annual network infrastructure and architecture review, specific to your network topology and environment. Cornerstone and support services review and renewal are also addressed.
ACCOUNT MANAGEMENT ROADMAP	• Customized AMR document providing recommended plan of action for the collaborative support activities for the year ahead	A comprehensive working document delivered to Customer within 60 days of kick-off that captures deployment details, technical issues, and planned activities and projects in the year ahead.
REVIEWS AND COMMUNICATION	• Technical case review and analysis to identify trends and expedite resolution	Scheduled conference calls: • **Weekly Review** (or less frequent at Customer discretion) › Discuss any critical problems with action plan to resolution › Review Service Requests: open and closed cases and action plan • **Quarterly Reviews** › Review of major activities in the past quarter › Prepare and review quantified progress and highlight critical data points against Account Management Roadmap
OPERATIONAL SUPPORT UNITS	• Collaborative proactive planning to ensure successful deployments and continuing operational efficiencies • Skilled Blue Coat 'helping hands' to conduct scheduled and targeted operational assistance when you require it	Remote operational assistance available in four-hour increments to help manage discrete deployment, configuration, migration, optimization, or other standard activities during business hours (or during after hours change windows by prior arrangement) – not a substitution for Professional Services engagements. Total of 32 hours of targeted remote support.
SGOS UPGRADE PLANNING	• Review SGOS versions and plan for necessary updates and upgrades to Blue Coat operating system versions	Proposed software updates or upgrades specifically evaluated for your operating environment.
TEST PLAN ASSISTANCE	• Leverage Blue Coat expertise in the development of test plans for changes to your Blue Coat environment	Provide guidance to your technical teams when testing or qualifying new SGOS software releases in your specific environment.
ASSET LIFE-CYCLE ANALYSIS	• Analysis of your Blue Coat product infrastructure including product model / age, and SGOS version. Identify upcoming product releases/EOLs or SGOS EOL events	Product Lifecycle Strategy review for assets deployed in Customer network, and recommendations for updates and upgrades.
CORNERSTONE OPTIONS	• Enhance Cornerstone Service to address additional strategic or tactical requirements	Customers can choose from an a la carte menu of options including: • Professional Services Consulting Days • Training Credit Days

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