



## BlueTouch™ Essential – Ready to Deliver Peace of Mind

BlueTouch Essential provides personalized service with a single point of contact for all your technical support needs. With BlueTouch Essential, you can rely on Blue Coat to keep your mission critical applications running as intended. Extend your team with assigned technical professionals from Blue Coat who have intimate knowledge of your network infrastructure. Your network is documented in detail and available for quick reference in expediting issue resolution. Apart from reactive case resolution, BlueTouch Essential also delivers proactive support through technical reviews, preventive action plans, recommendations and best practices. The team acts as your champion in driving your needs through a direct line to the escalation team. The service includes training credits with the flexibility to choose the training that matches your specific needs.

| Feature                                   | Benefits  | Description  |
|---|---|--|
| <b>Technical Account Management (TAM)</b> | <ul style="list-style-type: none"> <li>-&gt; Providing a single point of contact for all your technical support needs</li> <li>-&gt; Expediting resolution of your service requests</li> </ul>                | <p>The service is delivered by senior level engineers with expert technical knowledge and several years of experience. The engineers have in-depth knowledge of your environment and network topology. They are familiar with your case history and will accelerate case resolution.</p> <p>Your assigned TAM will solve many 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.</p>   |
| <b>Knowledge Transfer</b>                 | <ul style="list-style-type: none"> <li>-&gt; Giving your technical staff a head start (or a refresher if they are already familiar with Blue Coat products) on managing your Blue Coat environment</li> </ul> | <p>The service includes an on-boarding Kick-Off Meeting, which will comprise:</p> <ul style="list-style-type: none"> <li>-&gt; Blue Coat products infrastructure architecture review</li> <li>-&gt; Knowledge transfer on how to monitor and manage the Blue Coat environment, including using BlueTouch Online</li> <li>-&gt; Training on Troubleshooting for your technical staff</li> </ul>   |
| <b>Technical Reviews</b>                  | <ul style="list-style-type: none"> <li>-&gt; Tracking all your technical issues and planning quick resolution</li> </ul>  | <p>Weekly, Monthly and Quarterly conference calls will be held as follows:</p> <ul style="list-style-type: none"> <li>-&gt; Weekly Review                             <ul style="list-style-type: none"> <li>• Discuss critical problems with plan to resolution</li> <li>• Review Service Requests: open and closed cases and action plan</li> </ul> </li> <li>-&gt; Monthly Review                             <ul style="list-style-type: none"> <li>• Product release updates</li> <li>• Network infrastructure updates</li> </ul> </li> <li>-&gt; Quarterly Reviews                             <ul style="list-style-type: none"> <li>• Review of major activities in the past quarter</li> <li>• Prepare and review quantified progress and highlight critical data points</li> </ul> </li> </ul> |
| <b>Annual Onsite review</b>               | <ul style="list-style-type: none"> <li>-&gt; Proactive reviews and recommendations by experts who are familiar with your network infrastructure, helping minimize costly down time</li> </ul>                 | <p>The service includes an annual network infrastructure and architecture review, specific to your network topology and environment. The service also includes a Product Lifecycle Strategy review, which takes into account all of the Blue Coat products deployed at your site and includes recommendations for potential upgrades and updates. Support service review and renewal are also addressed at this annual review.</p>   |
| <b>Certification Training</b>             | <ul style="list-style-type: none"> <li>-&gt; Operational efficiencies from having a trained and capable technical staff</li> </ul>  | <p>The training is delivered by Blue Coat. You have the flexibility to choose the training that matches your specific network deployment. The service includes training class credits of 15 training days. Based upon the training course selection, the corresponding certification exams are included. The training class credits may also be used for training refresh activity. The training class credits can be used in either Virtual Classroom Training (VCT) courses or Instructor Led Training (ILT) classroom-based courses.</p>  |



## Scope

BlueTouch Essential does not replace your BlueTouch maintenance contract or professional services.

This service includes three (3) named technical contacts within your organization who may work directly with the assigned technical account manager (TAM). Additional named contacts (up to a maximum of 5) may be purchased for an additional fee. One onsite visit is included with no charge for travel expenses. Travel expenses will be charged for any additional onsite visits. Your assigned TAM will solve many 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.

## Availability

This service is applicable to all Blue Coat products purchased by the Customer. This service is available on an annual contract basis and is available globally.

## Ordering

This service can be ordered through channel partners of Blue Coat Systems. A valid BlueTouch support contract is required on all owned equipment.