



Maximize Your Investment In Blue Coat

Selecting the right product to ensure safe and productive user communications over the web is only the first step. Companies are also looking for ways to maximize their operational efficiencies, maintain their support costs, and protect their investment. Blue Coat Systems award-winning Proxy appliances along with BlueTouch™ Services, a comprehensive set of Blue Coat services and support, enable security administrators to safeguard their network and maximize their investment all while managing costs.

BlueTouch Services Ensures Your Network Is Up and Running

When your network security and performance is on the line, it is imperative that your security administrator have access to qualified technical resources. BlueTouch Services give them those support resources including: 24x7 technical and online support, customer care, service options, Training Services and Professional Services.

With support centers worldwide, Blue Coat Systems' experienced staff is equipped to rapidly respond to your request. BlueTouch service options and warranty services protect your business in the event of a hardware failure. Blue Coat Systems Training and Professional Services organizations are available to bring your administrator quickly up to speed or to provide customized consulting services.

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

24x7 Technical Support...

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

Reach Us Anytime, Anywhere With Online Support...

WebPower, our exclusive online support portal, provides personal and secure access to an array of self-service tools. Available anytime and anywhere, WebPower features include:

- > Conveniently open, review, and update service requests
- > A comprehensive knowledge database that provides instant support
- > Access to exclusive software downloads and support materials

Personalized Assistance with Customer Care...

Our Customer Care group can assist you with a variety of support questions including product warranty, service contract status, service contract renewals, and software license keys.

Support Means Training ...

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.

Customized Help with Professional Services...

Our Professional Services group will ensure you maximize your investment of your Blue Coat product. Fee-based offerings range from standard services such as installation as well as customized, project-based services tailored to meet your needs.

Service Options To Meet A Variety Of Needs...

Blue Coat Systems hardware products come with 90-day technical phone support, software warranty, and one-year hardware warranty. Phone support includes assistance with identification of equipment, software, or hardware problems and downloading of Software Updates. The 90-day software warranty also includes access to all minor and maintenance releases of Blue Coat operating system software. For the first ninety days of the hardware warranty, Blue Coat Systems will advance ship a replacement unit within 2-3 business days. For the remaining nine months of the warranty, hardware will be repaired under our return-to-factory service.

To complement our warranty services, Blue Coat Systems offers a comprehensive set of service options. All service options include the following:

- > Unlimited 24x7 telephone support
- > Access to WebPower
- > Unlimited access to major, minor and maintenance releases of Blue Coat operating system software
- > Hardware replacement options including: Return to Factory, Same Day Ship, Guaranteed Next Business Day Arrival, and 4 hour replacement options
- > Optional onsite technician to install the replacement hardware at your location (available on selected packages)



Standard

Our Standard Service packages provide two different levels of hardware replacement options. Standard Service includes a 10-business-day turnaround on returned hardware. Products covered under Standard Plus Service will have replacement hardware shipped the same day the request is received (provided cutoff times are met). Actual hardware delivery time is not guaranteed.

Advanced

If you require faster response on your hardware, the Advanced Service package provides guaranteed next

business day arrival of the replacement hardware (provided cutoff times are met). An onsite technician option is also available with Advanced Service.

Premium

Premium Service packages provide the highest level of hardware support. Premium Service guarantees 4 hour replacement hardware during normal business hours (provided cutoff times are met). Premium Plus Service extends response time to 7 days a week, 24 hours a day. An onsite technician option is also available with both Premium and Premium Plus.

BlueTouch Services complements its award-winning products, ensuring that customers derive maximum value. To learn more about BlueTouch Services, contact your Blue Coat Sales Representative or authorized Blue Coat Reseller or visit us at www.bluecoat.com/support.

Description of Service	Warranty		Service Option Packages				
	90 day SW & HW Warranty	1 Year Hardware Warranty	Standard	Standard Plus	Advanced ¹	Premium ¹	Premium Plus ¹
Technical Support	Online Web Support	X	X	X	X	X	X
	24 x 7 Phone Support	X	X	X	X	X	X
Software Updates	Minor and Maintenance OS Software Updates	X	X	X	X	X	X
	Major OS Software Releases		X	X	X	X	X
Hardware	4 hour arrival, 7 days a week						X
	4 hour arrival during regular business hours ²					X	
	Next business day arrival ³				X		
	Same day shipment ⁴				X		
	Warranty replacement ⁵	X					
	10 day return to factory for replacement ⁶		X	X			
Tech	Onsite Technician Blue Coat technician installs replacement hardware.				Optional	Optional	Optional

¹Guaranteed delivery options must be approved by Blue Coat prior to purchasing.

²Request must be validated by 1 p.m. After 1 p.m., hardware will arrive by 12 noon the following business day.

³Request must be validated by 1 p.m. After 1 p.m., hardware will arrive the next consecutive business day.

⁴Request must be validated by 1 p.m. Actual hardware delivery time is not guaranteed.

⁵Replacement hardware shipped within 2-3 days.

⁶Faulty hardware shipped to Blue Coat. Upon receipt, Blue Coat will ship a replacement within 10 business days.