

Blanco Advanced Support Plan (SP2)(4L41L66903)

Blanco Advanced Support Plan (SP2) - Technical support - for Blanco File Eraser Enterprise Edition - 1 asset - volume - 500-999 licences - ESD - phone consulting - 1 year - 5 incident - 9x5 - response time: 2 h

The Lenovo Blanco Advanced Support Plan (SP2) is designed to provide businesses with the technical support needed to address issues swiftly and efficiently. With electronic distribution for easy installation, this locally installed support plan offers volume licensing, making it an ideal choice for businesses looking to manage costs effectively. The plan features a rapid 2-hour response time for severity level 1 issues, ensuring that critical problems are prioritized. Service is available 9 hours a day, 5 days a week, with support options including phone consulting, email consulting, and access to a web knowledge base, as well as updates on new releases. This comprehensive support coverage is tailored to minimize downtime and maintain operational efficiency, making it a valuable asset for any business.

Key Selling Points

- 2-hour response time for critical issues
- 9 hours a day, 5 days a week support availability
- Includes phone and email consulting
- Access to web knowledge base and new releases updates

Product Features

- Rapid response support**
With a response time as quick as 2 hours, the Advanced Support Plan ensures that critical issues are addressed promptly, minimizing downtime and keeping your operations smooth.
- Comprehensive service coverage**
Offering phone, email, and web knowledge base support, the plan provides a variety of channels to resolve issues, ensuring you have the assistance you need, when you need it.
- Extended service hours**
Service availability from 8:00 AM to 5:00 PM, Monday through Friday, aligns with your business hours, providing access to support during peak operational times.

Main Specifications

Product Description	Blanco Advanced Support Plan (SP2) - technical support - for Blanco File Eraser Enterprise Edition - 1 year - 5 incident
Service & Support	Technical support
Service Included	Phone consulting
Full Contract Period	1 year - 5 incident
Response Time	2 hours
Service Availability	9 hours a day / 5 days a week
Software Title	Blanco File Eraser Enterprise Edition
Licence Qty	1 asset
Licence Pricing	Volume / 500-999 licences
Licensing Details	ESD

Extended Specification

General

Type	Technical support
Service Included	Phone consulting
Full Contract Period	1 year - 5 incident
Response Time	2 hours
Service Availability	9 hours a day / 5 days a week

Software

Software Title	Blancco File Eraser Enterprise Edition
Installation Type	Locally installed
Licence Qty	1 asset
Licence Pricing	Volume / 500-999 licences
Licensing Details	ESD

Details

Service & Support	Phone consulting - 1 year - response time: 2 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 1 Phone consulting - 1 year - response time: 4 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 2 Phone consulting - 1 year - response time: 6 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 3/4 E-mail consulting - 1 year - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Web knowledge base access - 1 year New releases update - 1 year
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