

Support Packages

Service Simplicity.
Trusted Support.

FEATURING:



*"Putting together a new technology and an old process will only get you a very expensive old process."*¹

Managing technology, new or existing, can be expensive, time-consuming, and utterly ineffective. But there is a way you can get more reliable, consistent support while reducing the complexity of the existing service model and maximizing RoI.

With Xcelerate Service you'll get service plans that are simple and support you can trust.

Simplified Services

Begin by choosing the right service package for you from basic support to comprehensive, all-in-one plans. Each is designed to give you more reliable and consistent support while reducing the complexity of the existing management model.

All packages start with access to our 24 x 7 Global Response Centers. They're your first line of defense handling incident and performance remediation to keep you operational. Depending on the incident, tickets with our technical support teams for remote repairs can be sent to the manufacturer for additional support and you'll still have a single point of contact reference.

Next, layered-on services such as monitoring and management of requests, backup, releases, and more provide day-to-day management with technical experts, plus predictable spend and lower operational costs.

Expect expertise and transparency. Our Global Response Centers are aligned to ITIL V4, follow industry best practices, and use ServiceNow to manage your incidents and service requests. This gives you visibility and reporting into service tickets for seamless communications from incident to resolution.

Trusted Support

Support from Black Box works in conjunction with leading manufacturers including: Avaya, Cisco, Mitel, NEC, Ring Central, Unify, and more.

Get proactive and take your service and support to the next level. For more information, call us at **855-324-9909** or email us at contact@blackbox.com.

ABOUT BLACK BOX

Black Box[®] is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

¹. <https://www.forbes.com/sites/forbestechcouncil/2021/02/11/how-understanding-the-golden-triangle-drives-procurement-and-digital-transformation/?sh=127fafa97eeb>



BLACK BOX Support Packages

Service	Xcelerate Support	Xcelerate Enterprise
Support Services		
24x7x365 Global Response Center	Included	Included
Incident and Performance Remediation	Included	Included
Remote Diagnostics Support	Included	Included
Manufacturer Issue Escalation & Management	Included	Included
Proactive Monitoring	Optional	Included
Advanced Hardware Replacement	Optional	Optional
Onsite Services	Optional	Optional
End User Service Desk	Optional	Optional
Sunset Services	Optional	Optional
Request Management		
Simple Request Management	Optional	Optional
Complex Request Management	Optional	Optional
Remote and Operational Support		
Backup Management	Optional	Included
Release Notification	Optional	Included
Release Management	Optional	Optional
Carrier Incident Management Services	Optional	Optional
Vendor Management Services	Optional	Optional
Capacity and Records Management	Optional	Optional
Disaster Recovery Planning/Audit/Test	Optional	Optional
Service Level Management		
Reporting - Basic	Included	Included
Reporting - Advanced	Optional	Optional
Technical Account Manager	Optional	Optional
Enhanced Service Level Agreements	Optional	Optional
<p>Packages can be customized to each enterprise's preferences, level of service, and specific migration path. Speak with your account manager and presales engineering manager for more information.</p>		

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