REALIZE MAXIMUM VALUE FROM YOUR BIGFIX SYSTEMS

WEB-BASED SUPPORT

The BigFix website provides instant access to helpful resources including:

Product documentation—installation and configuration guides, administration guides, quick reference guides, and more.

Knowledge base—hundreds of Q&A-style articles that provide access to valuable customer information.

Technical notes—in-depth explanations, best practices, and reference information, accessible through a simple search engine.

User forum—Customers, BigFix engineers, and product experts discuss questions and experiences, and help each other with custom Fixlets and advanced use of BigFix products.

BigFix Support Increases Your Return on Investment

BigFix offers robust support services that complement the BigFix portfolio of high-performance enterprise systems and security management solutions to ensure you realize the greatest possible value.

We see support as an integral component of our overall solution set and are committed to answering all questions thoroughly and addressing all issues promptly. Our support team proactively gathers the lessons learned through our customer support operations and applies the knowledge for the continuous improvement of our products and services.

Standard Support Services

BigFix standard support is available to all active customers.

Phone support. Phone support is available in all time zones from 8 am to 6 pm via an international number (or toll free in the US). Support technicians will attempt to identify and resolve your issue immediately. Issues requiring deeper investigation are escalated as needed.

Email support. Questions and issues can be submitted via email to support@bigfix.com.

Customer portal. Our customer portal allows you to login to view information about your case history, license information, products, and more.

Premium Support Services

BigFix offers expanded support services through a premium support program.

24-hour phone and email support. If you have a global enterprise, your premium support agreement offers 24x7x365 phone and email support.

Support queue priority. Should there be multiple cases in the support queue, the cases of premium support customers are addressed first (within severity level).

Automatic escalation. Premium support customers have their cases automatically escalated to Level 3 support for fast access to the most skilled and experienced technicians.

"The BigFix support team is experienced, knowledgeable, passionate about their product, willing to assist to resolve any issue, and always there—BigFix Support covers all the areas necessary to be a leader in quality and incident resolution."

Mike Goodnow
Senior Network Engineer
Concord Hospital

"I've been a user of many forums, and I've not seen the level of expertise, timely replies, and overall usability very often."

BigFix Forum User

Designated support contacts. Premium support customers are assigned a designated support contact from the Level 3 support team to allow a higher level of support and familiarity with the specifics of the customer environment.

Custom Fixlet content support*. Premium support customers can create support cases for custom Fixlet content including questions related to custom relevance, properties, and Fixlets.

Premium services.** Premium support customers can contact support for additional services that include:

- **Semi-annual remote upgrade assistance.** A BigFix technician acts as your consultant and ensures smooth upgrades.
- **Semi-annual health checks.** A BigFix technician reviews your deployment to address any issues, suggest opportunities for optimizations, and recommend best practices.

Support Levels Comparison

	Standard Support	Premium Support
Access to Web-Based Support	✓	✓
Product/Fixlet Updates	✓	✓
Email/Phone Support	✓	✓
Customer Portal	✓	✓
8 am–6 am Support (in time zone of choice)	✓	✓
24x7x365 Support		✓
Support Queue Priority		✓
Automatic Escalation		✓
Designated Support Contacts		✓
Custom Fixlet Content Support*		✓
Premium Services**		✓

* *Premium support extends to questions and issues regarding custom content, but does not include the support technician building custom content for you.*

** *Available by request. Please email premiumsupport@bigfix.com to schedule services; For custom content creation, please contact professional_services@bigfix.com.*

About BigFix

BigFix®, Inc. is a leading provider of high-performance enterprise systems and security management solutions that revolutionizes the way IT organizations manage and secure their computing infrastructures.

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