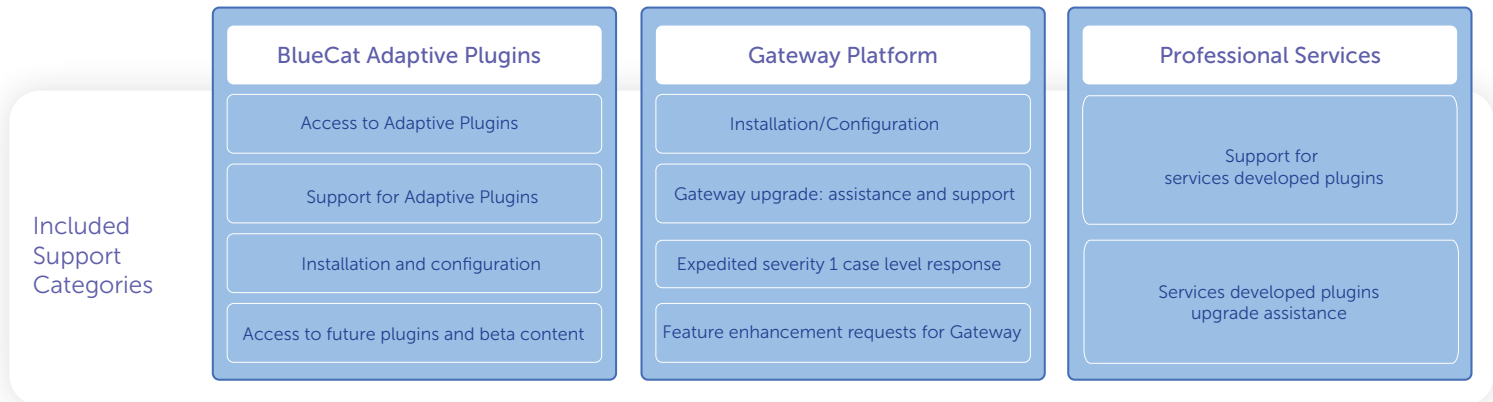


# Gateway Support Program

BlueCat's Gateway Support Program adds significant value to customers using [Adaptive Plugins](#) and services developed plugins. Our enhanced level of support allows users to rapidly innovate and accelerate time to revenue with automation.

To see a full list of BlueCat Adaptive Plugins [Click here](#).



## Benefits



### Upgrade assistance and support (Up to 2 major platform releases a year)

- Includes validation of workflow compatibility
- Documentation validated and tested in a lab environment
- Assistance during upgrade maintenance activity



### Installation and configuration on supported platforms

- Docker CE and Docker EE



### Support for the following Gateway offerings

- BlueCat Adaptive Plugin Support - Examples: BAM Failover, Ansible plugin, OpenStack plugin etc
- Services developed plugins - Example: Custom code developed for Self Service Forms



### Advanced engagement with product management:

- Priority assessment for feature enhancement requests for Gateway
- Priority consideration for bug fix requirements



### Annual Business Review (BR) Meeting which can include:

- Project Status Review
- Overall Account Review
- Gateway Platform/Integration Roadmap
- Updated Adaptive Plugin Notifications



### Expedited Severity 1 case level response and early warning for security vulnerabilities

- For SLAs, please refer to the Customer Success handbook



### Adaptive Plugins

- Access to all BlueCat's developed Adaptive Plugins
- Access to future Adaptive Plugins (Roadmap - subject to change)

Note: If Customer written workflows are contributed to the BlueCat GitHub community, BlueCat may or can decide to certify them and support that Gateway workflow going forward upon customer request.



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