

BlueCat Automation Support Subscription

Enhanced support for streamlining automation

Streamline network operations with Automation Support Subscription

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

Here are the included support categories:

BlueCat Plugins	Gateway platform	Custom development
Access to plugins	Installation and configuration	Support for custom developed integrations or Gateway workflows
Support for plugins	Gateway upgrade: assistance and support	Gateway image upgrades with developed customizations
Installation and configuration	Expedited Severity 1 case-level response	Gateway image upgrade with quality assurance
Access to future plugins and beta content	Feature enhancement requests for Gateway	Yearly business reviews

Benefits of Automation Support Subscription

✓ Upgrade assistance and support (up to two 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

- Refer to the latest [Gateway Installation Guide](#)
- Support for the following Gateway offerings:
 - BlueCat Plugin support
Examples: ServiceNow Configuration Management Database, DDI catalog, Terraform, and Ansible
 - Customer Development Support
Example: Custom code for integrations and automation

✓ Advanced engagement with product management

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

✓ Annual business review meeting, which can include:

- Project status review
- Overall account review
- Gateway platform and automation roadmap
- Updated plugin notifications

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

- For Service Level Agreements, please refer to the [Customer Care Support Handbook](#)

✓ Plugins

- Access to all BlueCat Plugins

Future proof your network.

[Explore plugins](#)



BlueCat's Intelligent Network Operations (NetOps) solutions provide the analytics and intelligence needed to enable, optimize, and secure the network to achieve business goals. With an Intelligent NetOps suite, organizations can more easily change and modernize the network as business requirements demand.

Headquarters

4100 Yonge St. 3rd Floor, Toronto, ON, M2P 2B5
Phone: 1-416-646-8400 | 1-866-895-6931

bluecat.com

Next steps

Contact us or your BlueCat sales representative today to future proof your network.

[Contact us](#)