



Infoblox Premium Support Services

Higher-Margin Premium Support at a Better Price Point

As an official Global Infoblox Authorised Support Centre (ASC), we provide vendor-approved, premium support delivered by certified experts. This status is a direct endorsement of our expertise, ensuring our support services are fully aligned with Infoblox standards and best practices worldwide.

Infoblox Premium Support by Exclusive Networks is a 24x7x365 technical support offering with up to 4hr Return Material Authorisation (RMA) for physical appliances.

Our Global Support Centre provides 1st and 2nd line support and is staffed with Infoblox-certified engineers, which means in more than 80% of cases our team will find the solution themselves. In case of escalation to Infoblox, we will manage the full process.

Our team is multilingual, multi-vendor, has over 50,000 devices under support, and covers 120+ countries.

Customers get extra peace of mind for their investment as we deliver to the same SLAs but at a more affordable cost for customers, higher margins for partners, and faster response times than direct from Infoblox.

Premium Support SLA Summary

Here are the Premium Support SLAs we offer:

Priority 1: Urgent	Priority 2: High	Priority 3: Medium	Priority 4: Low
Product or service is down and critically affecting customer production environment or applications with no known workaround.	Primary grid member or master has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.	A product function has failed, and production environment is degraded or not affected. Non-critical business applications are unreachable.	General assistance that includes feature, information, documentation, how-to and enhancement requests.
Call Response Time: <1 hour	Call Response Time: <4 hours	Call Response Time: <8 business hours	Call Response Time: <16 business hours
Target Follow Up Time: Every 4 hours until resolved, or a workaround is in place.	Target Follow Up Time: Every business day until resolved, or a workaround is in place.	Target Follow Up Time: Every 3 business days until resolved.	Target Follow Up Time: Once per business week until resolved.

Service benefits include:

- Like for like service SLAs at a more affordable cost – more margin for partners, better price for customers
- Increase customer satisfaction & retention through a single point of contact
- Immediate 24x7 access to Exclusive Networks Support Engineers – we answer calls within 15 seconds
- Infoblox case escalation – save customers time and hassle
- Our unique Infoblox relationship enables us to expedite queries and cases to the right contact at the right time
- Broad cybersecurity expertise – our team works across multi-vendor environments every day, which helps us to pinpoint issues quicker when troubleshooting
- Track-record of effective case resolution – less than 20% of our cases are escalated to vendors
- Average Net Promoter Score (NPS) of 80+

Ready to unlock the full potential of our Infoblox Premium Support? Contact our Services team today to discuss our options!

Learn More

To discuss our Infoblox Premium Support Services, get in touch with us at:

ServiceAdvisory@exclusive-networks.com