

Blackbaud Customer Support

You've made a strategic investment placing Blackbaud's award-winning software at the core of your organizations' business operations. But did you know our commitment to help you improve efficiency goes far beyond our product and solution offerings?

Help ensure your investment is running at optimum performance with Blackbaud Customer Support Services. Blackbaud's support services are customer-focused — not product-driven — and backed by a highly experienced staff. No other technical support team can help you more effectively use the Internet to further your mission. Our support structure puts you in control of what is most valuable to your organization, getting the answers when you need them. Choose the plan that best matches your organization's requirements, your staff's expertise, and the complexity of your operations.

SUPPORT OFFERINGS:

Blackbaud's support programs are designed to meet the specific business needs and budget of your organization.

Customer Support

- Access to Blackbaud Technical Account Managers who are specialists in particular products and functions, to answer your "How do I..." questions and manage the resolution of your technical issues
- Technical Account Managers available via telephone and web-form
- Customer Service*

Premier Customer Support

- On-going support for large or complex Blackbaud® Sphere™ implementations, in addition to the Customer Support features listed above
- Support provided by a designated Premier Technical Account Manager via telephone and web-form
- Priority response time Customer Service*
- Additional services:
 - Quarterly reporting and review
 - Pre-release product briefings
 - Semi-annual health checks — one online and one onsite, to review customer use of Blackbaud Sphere and to provide suggestions for system efficiencies and optimization

*Customer Service

- As a "backup" to the relationship your organization has with your customers and constituents (donors, walkers, volunteers, bowlers, etc.), Customer Service can answer questions about credit card charges, username/password, or any other Blackbaud-related issues
- Customer Service Representatives available via phone and web-form



Blackbaud has been a pioneer in online advocacy services and strategies for over a decade, offering award-winning and innovative applications now widely used in campaigns.

Customized Support Programs

We offer Customized Support Programs to deliver the specific support services required by your organization, such as extended hours, specially trained Customer Service representatives, onsite support for large events, and more. Contact your sales representative for assistance or more information.

Support Services	Premier Customer Support	Customer Support
Answers to your "How do I..." questions	✓	✓
Technical support	✓	✓
Online solutions database	✓	✓
Technical Account Manager access via web form	✓	✓
Technical Account Manager access via phone	✓	✓
Customer Service (response within one business day)	✓	✓
Priority queued Customer Service	✓	
Complex implementation support	✓	
Dedicated Premier Technical Account Manager	✓	
Quarterly reporting and review	✓	
Pre-release product briefings	✓	
Semi-annual health checks	✓	
Response time	Within four business hours	Within one business day



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© May 2009