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Maximize the Full Value of Your Infoblox Investment

Get personalized care, accelerated resolutions and optimal business outcomes with Infoblox Technical Success Management

Simplify the complex with your dedicated Infoblox expert	A Technical Success Manager is your strategic partner for agile networking and robust security. We don't just provide support—we deliver tailored solutions that transform your challenges into opportunities for operational excellence.
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Meet your Infoblox Technical Success Manager More than a support contact, your dedicated Technical Success Manager is a specialized expert committed to understanding your unique business needs. They will help you realize the full potential of your Infoblox solutions so that you can focus on innovation over maintenance.	☒ Personalized expertise Acts as an extension of your resources, with deep knowledge of your environment, network and individualized Infoblox deployment ☒ Proactive customer care Delivers ongoing technical reviews, knowledge transfers, upgrade planning, health checks, proactive follow-ups and best practices	☒ Optimal business outcomes Collaborates with your technical teams to plan deployments, prepare upgrades and optimize Infoblox products ☒ Faster time to value Tailors, optimizes and streamlines services for your particular needs and goals
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Get the most value from Infoblox

Take advantage of secure, cloud-first network services faster and with reduced risk

Peace of mind Enjoy streamlined support backed by clear ownership and accountability	Improved efficiency Benefit from rapid incident response, proactive follow-ups and seamless escalation handling	Minimized risk Accelerate upgrades with minimal disruption to reduce downtime	Increased customer satisfaction Get reliable services that scale with your business
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Request an assessment to discover how our Technical Success Managers can support your organization's goals

	Regional	Plus	United States	Service Provider/Global Enterprises
GEO Availability and Offerings	EMEA only	Global; better for enterprises with complex use cases	AMS only; better for customers that need U.S. citizen support personnel	Global; best for international enterprises and service providers that offer mission-critical services
Customer Environment and Solution Awareness	✓	✓	✓	✓
Proactive Incident and Escalation Management	✓	✓	✓	✓
Reviews and Communications	Weekly	Weekly	Weekly	Weekly
Analytics and Business Review	Biannually	Biannually	Biannually	Quarterly
Tactical and Strategic Infoblox Solutions Guidance	✓	✓	✓	✓
Proactive Technical Reviews, Best Practices Sharing and Knowledge Transfer	✓	✓	✓	✓

Upgrade and Migration Planning	✓	✓	✓	✓
Customer-Specific Feature Enhancements and Bug Champion	✓	✓	✓	✓
Upgrade Support		✓	✓	✓
Multi-Vendor Interoperability Collaboration				✓
Health Reports and Operational Recommendations				✓
FedRAMP			✓	
Vertical Expertise			Federal	Service provider
Quarterly 1:1 with Infoblox Technical Success Director			Biannually	✓
On-Site Visit	Remote only	Remote only	One on-site visit Requires T&E	Quarterly in GEO