

Advanced Premier

BlueJeans Global Customer Care

Built upon proven methodology and best practices from years of experience with leading global customer brands, the BlueJeans Advanced Premier plan offers our highest level of service and support. Our team of consultants will help you develop and execute a comprehensive deployment plan tailored to your business objectives. Your dedicated Technical Account Manager (TAM) will partner with you to maximize your technology investment and achieve operational excellence.

Exclusive to Advanced Premier

Fully Guided Customized Technical Onboarding. Your designated Technical Consultant will develop a customized deployment plan including network assessment and optimization, audio video infrastructure configuration, application integration, SSO account provisioning and APIs. Our Onboarding team will also provide change management strategies to help you develop a strong foundation for adoption.

Dedicated Technical Account Manager. Your assigned TAM has unrivaled product knowledge and is uniquely qualified to tackle complex architectures and manage major IT transformation initiatives. Your TAM will align IT and business priorities, address capability gaps, drive technology adoption and proactively reduce operational risks..

Your BlueJeans Team

ACCOUNT SUCCESS AND MANAGEMENT



Account Manager



Customer Success Manager



Technical Account Manager

ONBOARDING



On-Boarding Manager



Technical Consultant

ENABLEMENT



Learning & Enablement Consultant

SUPPORT



Customer Support

What You Can Expect

Self-Guided Resources: A full set of on line resources including deployment guides, user training resources, quick tips, adoption promoting materials and more. Resources are available to all customers and designed with your success in mind.

24/7 Email and Phone Support: Expert answers from our skilled technical support team around the clock, 365 days a year.

1-Hour Response Time: A priority queue managed by our most experienced support representatives with a 1-hour response time.

Meeting and Event Assist: Expert assistance from a BlueJeans certified support representative to ensure your important meetings happen without a hitch.

Learning and Enablement Plan: Knowledge resources, coaching, tools and inspiration to help ensure users are successful with using the BlueJeans platform.

Customer Success: Personalized best practices and strategies to increase adoption and derive the most value from BlueJeans.

BlueJeans Community: A passionate community of BlueJeans customers and experts. Ask and answer questions. Find and follow interesting people, or join groups for extended discussions.

KEY BENEFITS:

- Trusted Advisor
- Customized Planning
- Proactive and High-touch Consultation
- Domain Expertise and Knowledge
- Usage and Health Analytics
- Operational Risk Mitigation
- Best Practices
- Early Access to Beta Programs

“Our Technical Account Manager is a walking encyclopedia and always has the answers we are looking for. I consider him a trusted advisor and an extension of my team. His breath and depth of knowledge and how quickly and proactively he can help us address critical and complicated problems is amazing!”

– UNIFIED COMMUNICATION MANAGER, GLOBAL PHARMACEUTICAL COMPANY