



RightStar L-1 Technical Support for BMC Remedy ITSM

As authorized providers of Level 1 support for BMC Software products, RightStar is your first line for prompt, reliable issue resolution. In addition, RightStar is your liaison with BMC, resolving issues requiring BMC Level 3 support on your behalf. RightStar L1 support provides you with access to the most current releases and versions of your product, including any fixes, patches or workarounds.

RightStar offers 24x7 Continuous technical support.

Continuous Support includes:

- Priority attention to your call
- Current releases and versions of your product
- Fixes, patches or workarounds specific to your software
- Direct access to Customer Service to report issues via phone, email or website (self-service)
- Availability to technicians who have been trained to provide prompt, comprehensive and accurate issue resolution
- 24x7 availability of knowledge base, tech docs, and best-practice documentation via self-service
- Coordination of efforts with vendor, operations and sales to address issues that you have opened or reported
- Log incident with BMC as appropriate and document reported issues. We make every attempt to resolve the issue on a first-call basis. When that's not possible, we work with the customer and BMC through to resolution.
- Answers to your questions about the application, ITIL® processes, and best practices; where to find additional information
- Troubleshooting of existing business automation process, advice for new implementation of business automation, and suggestions for changes to existing business rules

24x7 Continuous Support guarantees a one-hour response from the Technical Support Center 24 hours a day, seven days a week for Severity 1 issues, and includes additional services.



Gold Partner



RightStar Systems L-1 SUPPORT

RightStar L-1 Technical Support for BMC Remedy

Customer Support Level	Technical Support Center	Customer Response Times Prioritized by Severity
24x7 CONTINUOUS	866-731-1921 (phone) support@rightstar.com (email) 24 HOURS A DAY. 7 DAYS A WEEK	Severity One: 1 business hour Severity Two: 4 business hours Severity Three: 8 business hours Severity Four: 12 business hours <i>After hour technical assistance</i>

**Excludes RightStar holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas*

RightStar Systems is a leading provider of IT management solutions for commercial organizations and government agencies. As Gold BMC Solution Partner and Atlassian Platinum Partner, RightStar provides consulting, design, implementation, and L-1 support services for the full lines of BMC and Atlassian products. As a complement to these services, RightStar offers on-site ITSM assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited DevOps and ITIL certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT management system.



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