



## Bluebird Support – Overview

### Purpose

Bluebird Support provides comprehensive physical security system administration, IT network infrastructure management, and point-of-sale (POS) system support for organizations of all sizes. Our vetted in-house team handles various inbound and proactive tasks, ensuring optimal performance, security, and operational continuity.

### Core Services Included

- **Dedicated Success Manager:** Personalized account management to deeply understand your operational needs, existing systems, future goals, and preferred communication methods.
- **Pre-Allocated Monthly Support Hours:** Flexible hours for both OnDemand and scheduled support tasks.
- **Customized SLA:** Tailored Service Level Agreements with clearly defined response and resolution times.
- **Omni-Channel Communication:** Convenient, flexible communication via Zendesk, SMS/text, Slack, dedicated phone number, and email.
- **Personalized Support Ticketing:** Zendesk-powered ticketing system for streamlined management of support requests.

### Who Benefits From Bluebird Support?

- Retail establishments, educational institutions, and manufacturing facilities requiring efficient incident management and adherence to safety standards.
- Organizations with frequent staff turnover or continuous hiring needs.
- Multi-location companies needing consistent physical security system oversight.
- Businesses aiming to focus operational resources elsewhere, relying on trusted experts for security and IT management.

### OnDemand Support Task Examples

- Equipment configuration and remote adjustments
- User account management
- On-site service coordination
- Incident management and emergency response via BreakFix
- System outage notifications
- Footage searches, tagging, and archiving
- End-user and administrator training
- Third-party vendor coordination and product sourcing

### Scheduled Support Task Examples

- Regular system audits and compliance checks
- Scheduled reporting and analytics review sessions
- New feature roll-outs and training
- Vulnerability assessments and system enhancement recommendations

### Zendesk Ticket Management

- Detailed reporting of support activity, task assignments, and resolutions.
- Management of user-based communication channel deployment and testing.

### Pricing Structure

- Monthly fee tailored to organizational complexity and service scope, encompassing proactive monitoring, remote support, dedicated success management, and scheduled system maintenance.

### Connect

team@trustbluebird.com

(800) 601-5963

trustbluebird.com