



# Blue Yonder's White Glove Support

The New Standard of Enterprise Care

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## Dedicated Support Solution

Supply Chain is the heartbeat of your business and continues to evolve and change rapidly. There is ever-increasing need for deeper insights, agile working processes, and faster response times to meet the business demands of today.

If you are looking for a deeper engagement with a need for personalized experience beyond your current Premier Support, Blue Yonder introduces White Glove Support to meet these needs and partner with you to navigate the changing landscape. What we are looking to deliver is ensuring value realization across all supply chain solutions through our dedicated White Glove Support.

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## Our goal is to maximize value for you

- **Empower:** Gain proactive insights, anticipate challenges, and take decisive action.
- **Optimize:** Streamline operations, maximize efficiency, and drive continuous improvement.
- **Thrive:** Propel growth, unlock potential, and seize new opportunities.
- **Partner:** Collaborate closely, align goals, and achieve shared success.
- **Elevate:** Reach new heights of performance and excellence with Blue Yonder's White Glove Support.



We work to proactively maintain, monitor, and guide your mission-critical applications and maximize value

Value Pillars

The right knowledge and collaboration

- Deep Product Knowledge
- Customer Specific Expertise
- Business Process Experts
- Early Engagement for Upgrades

Timely delivery, speed and agility

- Value Added Response
- Resolution Assurance
- Active Service Management
- Webinars and Enablement

Predictive analysis and risk mitigation

- Proactive Monitoring
- Cloud Operations Expertise
- Site Reliability Engineering
- Peak Season Preparedness
- Risk Governance Model

White Glove Support Features

Dedicated 24x7 Application Support & Monitoring	Peak Season Health Checks
Dedicated Service Management	Ask a Support Expert
Resolution SLAs	Tailored Webinars
Support Health Dashboard	Go-Live Readiness Expert

Blue Yonder’s White Glove Support provides hands-on, proactive monitoring and expertise unique to you and your needs, with deeper insights, more agile working processes, faster response times, and a dedicated team of resources available anytime to help you get the most from your Blue Yonder Product Suite