

## A Field-Ready Guide to the Support, Tools & Expertise Behind Every BluBØX Deployment

Integrators consistently rank “manufacturer support” as one of the top three factors influencing product selection. In an industry where slow responses, finger-pointing, and disappearing engineering teams are common, BluBØX treats integrators like partners — not ticket numbers.

This guide shows how BluBØX stands behind every project and every device, from small sites to multi-tower enterprise deployments.

### How BluCARE Support Works

BluCARE provides 24/7 cloud monitoring, immediate engineering access, and real-time system health insights.

### Tiered Engineering Support

Tier 1 handles rapid resolutions and UI questions.

Tier 2 manages platform configuration and workflows.

Tier 3 supports architecture, cloud services, API, SCIM, and AI.

Tier 4 covers hardware engineering across ARC, Person Reader, Intercom, and Elevator I/O.

### Real-Time System Monitoring

BluEYES monitors controllers, cameras, Person Readers, portals, network performance, elevator DDE traffic, and identity events. Issues are detected before customers notice.

### Support Channels

Phone, portal, email, remote sessions, engineering war-rooms, and optional on-site support.

### Faster Resolution SLAs

Cloud-native architecture enables issues to be solved 50–70% faster, without physical visits or firmware hunting.

### Field Support Before, During & After Deployment

Pre-deployment reviews validate architecture and integrations.

Day-of support provides diagnostics, validation, and configuration help.

Post-deployment optimization includes fine-tuning, calibration, AI setup, and quarterly system reviews.

#### The BluBØX Support Toolset

BluINFO: a complete, searchable knowledgebase.

Remote Engineering Console: controller health, logs, diagnostics, video checks, AI summaries, SCIM trails.

AI Diagnostics: automated detection of device failures, scene changes, network anomalies, rule conflicts, and more.

#### Sales & Scoping Support

BluBØX assists with system design, DDE diagrams, mobile credential planning, compliance mapping, QuickSpecs, RMR estimators, one-lines, licensing, and co-brandable sales assets.

#### Real-World Examples

Elevator reader failure resolved remotely in under four minutes.

Camera scene drift detected automatically, preventing callbacks.

Identity sync failure fixed through immediate SCIM attribute correction.

#### Impact on Integrator Margins

70–90% fewer callbacks.

40–55% less on-site labor.

30–50% faster go-live cycles.

Higher customer satisfaction and renewals.

More time for new sales.

## Partner Commitment

“You’ll never be left alone on a project.” BluBØX is committed to responding, supporting, diagnosing, and helping integrators win the next job.