



Escalating a problem with BMC Customer Support

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When to Escalate

If you have an issue that is not being resolved appropriately to meet your business needs, you can raise awareness with support management to ensure the necessary follow up and level of attention is occurring on your issue.

How to Escalate

Concerns regarding support issues may be escalated to management using one of the following methods:

- Contact the BMC Technical Support Analyst's (TSA) manager directly. When a TSA takes ownership of an issue, the TSA sends out an email containing the TSA's manager.
- Ask the TSA working an issue to escalate the issue to management.
- Contact the BMC Customer Support call center to request an escalation to support management.
- A BMC account manager can be contacted to escalate an issue to support management.

Note: please include the issue number and the reason why the escalation is being requested on any communications

What Happens When an Issue is Escalated?

- The manager conducts a situation appraisal to determine the cause of the customer's concern.
- The manager creates a remediation plan and expected time line to address the issue, which is communicated to the customer.
- The manager maintains regular contact with the customer until the concern is resolved to the customer's satisfaction.

- Each manager tracks their customer escalations and BMC Customer Support executives are regularly updated on each customer escalation. If an issue fails to be adequately resolved through the standard escalation process described, BMC Customer Support executives are assigned to take ownership of the resolution plan.

When Does R&D Get Involved in an Escalation?

- If an issue has not been escalated to R&D and Support management determines Support has exhausted the diagnostic steps to troubleshoot the issue and/or the nature of the issue warrants an immediate escalation, the issue will be escalated to development/level 3 support.
- In order to escalate to R&D certain criteria have to be met which include:
 - Validating the issue reflects the correct severity level and reclassify it if necessary
 - Verifying the problem statement is correct (i.e. clear detailed description of the issue)
 - Completing escalation templates with all required information
 - Documenting the detailed findings and analysis done including what was the last change made before the symptom occurred
 - Documenting the steps taken to try to recreate the problem including screenshots, files, and/or driver scripts
 - Providing all the relevant environment

For More Information

To learn more on BMC Customer Support, please visit www.bmc.com/support.