

# BlueCherry® Customer Support Program

Confidence you can count on – every step of the way.

## Overview

Your BlueCherry platform is built for innovation, not inertia. Designed as an extensible, development-driven ecosystem, BlueCherry helps fashion and consumer brands adapt quickly and expand capabilities through a unified suite that leverages AI-augmented intelligence across ERP, PLM, SFC, ESG, and Managed Services.

The BlueCherry Customer Support Program extends that same innovation into how we serve you. Our service model combines advanced monitoring, automation, and continuous testing to ensure your platform performs flawlessly every day.

At the foundation is our AI-powered Quality Assurance methodology, a continuously learning test suite that validates and revalidates every use case across environments. Each update undergoes comprehensive automated and manual verification to safeguard performance, compatibility, and user experience.

When you innovate with BlueCherry, you're supported by a platform and a team built for continuous motion, reliability, and trust.

## Support excellence at a glance

### Always on

Our Network Operations Center (NOC) monitors BlueCherry systems 24x7, ensuring proactive detection and rapid response.

### Fast response times

Each support request is prioritized and acknowledged based on criticality, from Priority 1 (production down) to Priority 4 (informational):

- **P1 – critical:** Response within 15 minutes, hourly updates until resolution
- **P2 – major:** Response within 1 hour, updates every 2 hours
- **P3 – moderate:** Response within 4 hours, updates every 12 hours
- **P4 – informational:** Response within 1 business day, updates daily

### Transparent communication

Customers receive live status updates, root-cause analysis, and estimated resolution times through their preferred channels.

### Proactive escalation

Clear escalation paths and dedicated Customer Advocates ensure all issues are tracked, resolved, and reviewed for continuous improvement.

## Key support features

### 1. Dedicated customer advocates

Every account is paired with a Customer Advocate who coordinates between your team and our engineers for faster response and clear communication.

### 2. ServiceNow portal access

Submit, track, and manage cases anytime at [cgsmsp.service-now.com/ncsm](http://cgsmsp.service-now.com/ncsm).

- Real-time ticket visibility and escalation tracking
- Built-in Knowledge Base for self-service support
- BlueCherry Wishlist for enhancement requests

### 3. Expert engineering team

Highly trained BlueCherry engineers provide deep application expertise, version patching, and performance optimization to maintain uptime and compliance.

### 4. Comprehensive case management

Support includes system performance, configuration, patch upgrades, version maintenance, and service continuity across all BlueCherry environments.

## Only BlueCherry offers

- **Integrated visibility:** support aligned across ERP, PLM, SFC, ESG, and Managed Services for unified tracking.
- **Trusted performance:** backed by decades of experience and a 99% customer satisfaction rate.
- **Scalable service:** SLA-backed support that grows with your business, from single-site to global enterprise.
- **Continuous innovation:** regular updates, automated regression testing, and AI-driven performance validation keep your platform secure and future-ready.

## Our commitment to you

The BlueCherry Customer Support Program is more than a safety net. It's a proactive partnership that ensures your operations keep moving forward with confidence. Our global support and engineering teams continuously monitor performance, optimize uptime, and safeguard the reliability of your platform so you can focus on growth.



## Need assistance?

- **ServiceNow portal:** [cgsmsp.service-now.com/ncsm](http://cgsmsp.service-now.com/ncsm)
- **Support email:** [support@cgsinc.com](mailto:support@cgsinc.com)
- **Customer advocate:** Listed in your BlueCherry company profile

Secure the reliability of your digital ecosystem with a support program built for continuous innovation and trusted performance. Connect with the BlueCherry team to learn how to further modernize your supply chain and grow your business with confidence and support.

Learn more at [bluecherry.com](http://bluecherry.com) | Contact us at [bluecherry@cgsinc.com](mailto:bluecherry@cgsinc.com).