

BQE Customer Care

We're here for you.

BQE's support solutions enhance your overall business performance. With BQE Customer Care, you'll always have the latest product ready to leverage the technology's full potential.

If you choose, our expert Support Team can help you with technical questions too. Our team is based in Torrance, California and available Monday-Friday, 7am-3pm PT.

Two Levels of Customer Care

BQE provides two levels of support depending on your needs: BQE SilverCare and BQE GoldCare.

BQE SilverCare is designed for firms that want the latest products and the ability to purchase technical support as needed. This plan provides 24x7 access to an online forum and knowledgebase, along with always up-to-date software.

BQE GoldCare is designed for firms that want the latest product and technical support. Unlike other companies, BQE doesn't limit technical support to a handful of incidents—so contact us as often as you need. This plan provides 24x7 access to an online forum and knowledgebase, always up-to-date software and assisted support Monday through Friday.

BQE Customer Care Support Plans at a Glance

		SilverCare	GoldCare
Product	New Releases & Enhancements	✓	✓
	Service Packs & Hot Fixes	✓	✓
Education	Newsletters	✓	✓
	Webinars	✓	✓
Self-Service Support	Knowledgebase	✓	✓
	Forum	✓	✓
Assisted Support	Phone Support*		✓
	Email Support*		✓
	Coverage Hours		8 hours a day 5 days a week
	Annual Case Limits		Unlimited

*SilverCare: Pays \$195 per incident and rates are subject to change.

