

HyperCare Support Process for Professional Services

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New Implementations and Migration Projects

Purpose

The purpose of the HyperCare Support process is to ensure customers transitioning to production use of Bold Group software solutions are set up for long-term success immediately following go live. This process provides a structured post-implementation support period where Professional Services (PS), the PMO, and Customer Support collaborate to stabilize the customer environment, validate adoption, and ensure operational readiness before the customer transitions fully into standard Customer Support processes.

Scope

Applies to new implementations, migration projects, Alarm Automation customers, Business Management customers, and SaaS, PaaS, IaaS, Hosted, and applicable On-Premises deployments where Professional Services facilitated the implementation and go live.

HyperCare Support Overview

Following a successful production go live, the customer will remain in a HyperCare Support status for a minimum of two (2) weeks.

Upon notification that a customer has entered HyperCare Support, the assigned Customer Success Manager (CSM) will update the Salesforce Critical Notes field on the customer account to indicate the customer is currently under HyperCare Support. If the HyperCare period is extended, the Critical Notes field should be updated accordingly. Upon completion of HyperCare Support, the assigned CSM will remove the HyperCare notation from the Salesforce Critical Notes field.

During this HyperCare timeframe, PMO maintains ownership and oversight of the customer experience, Professional Services remains engaged for stabilization and adoption support, and PMO coordinates communication and escalation activities.

Customer Support Case Submission Process During HyperCare

Customers must create a support case describing the issue and include the phrase “HyperCare Support” within the subject line of the support case.

HyperCare Case Routing and Ownership

During HyperCare Support, support inquiries are not routed through general Customer Support ownership workflows. PMO coordinates directly with Professional Services resources and facilitates communication, issue tracking, and escalation coordination.

Support Team Responsibilities During HyperCare

If Customer Support receives an inquiry from a customer currently under HyperCare Support and the assigned project owner cannot be identified, Customer Support should email bgpm@boldgroup.com. The PMO team will provide ownership and routing guidance and loop in the assigned CSM for visibility. If an associated support case is created through this process, Customer Support must transfer the case to the Customer Success queue for tracking and coordination during the HyperCare period.

PMO Responsibilities During HyperCare

Maintain HyperCare oversight, coordinate communication, monitor stabilization progress, track unresolved issues, coordinate escalations, document defects, and facilitate transition readiness.

Professional Services Responsibilities During HyperCare

Assist with operational support items related to the implementation, workflow stabilization, testing, troubleshooting, and risk identification.

CSM Responsibilities During HyperCare

At the start of the two (2) week HyperCare period, the assigned CSM must add a Critical Note on the customer account in Salesforce stating: “HyperCare for [insert product] until [insert end date].” The CSM should ensure visibility of the HyperCare status throughout the period. The assigned CSM must also document any associated resolutions facilitated by the PMO in the related case and close the case once the issue is resolved. At the end of the HyperCare period, the CSM must remove the Critical Note from the customer account.

Defects and Bug Handling Process

Defects identified during HyperCare must be documented through a formal support case and routed through the appropriate triage and escalation process while PMO coordinates communication and tracking.

HyperCare Exit Criteria

A customer may transition out of HyperCare once the minimum timeframe has been completed, stabilization has been achieved, UAT is complete, critical workflows have been validated, and the customer understands standard support processes.

Business Outcome

Improve adoption, reduce avoidable escalations, improve collaboration between Professional Services and Support, and create a consistent post-go-live customer experience.
