BST Global's

Expert Support Services

Our dedicated in-house support experts make it their mission to deliver world-class information and solution experience to you though unparalleled quality and commitment.

At BST Global, that means experienced team members, one-on-one solutioning, dependable response times, personalized communication and so much more.

What World-Class Support Means to Us:

Experienced Team Members

All team members are employed by BST Global with lengthy tenure and extensive product knowledge

Dependable Response Times

Our response time average is less than 1 hour and we begin working on your case immediately

Easy-to-Engage Channels

You can contact us through BST Global's eService Portal, email and phone

Always-On Hours

Our global workforce allows us to provide a follow-the-sun approach

Simulation Ability

We can duplicate issues without jeopardizing personal or sensitive information thanks to our data-scrubbing protocol

No Additional Fees

Access to support experts and self-service information is included

BST Global's Support Team Benefits:

- ✓ Our Application and Infrastructure Support team is 100% in-house, so you will always be working with BST Global employees — we would never outsource our client support

- ✓ Our support experts have years of AEC industry and BST Global experience — some have been on the team for 20+ years — and with that comes unmatched knowledge to help our clients

- ✓ Our company culture is one that fuels partnership, so our Support Team works hand in hand with our developers, product leads, IT team members and beyond to provide issue resolution

Our goal is to deliver world-class support that consistently exceeds our clients' expectations. By working collaboratively across the organization, we strive to ensure every client feels supported, empowered and valued.

– Andrew Darst, Manager, Support

Support Myths & Facts:

MYTH: **Support Is Outsourced**
FACT: While some of our competitors do outsource support services, BST Global does not. You are always working with a BST Global employee, well-versed in all our product sets.

MYTH: **Issues Can't Be Replicated**
FACT: BST Global gives each client access to their very own secure FTP portal. We go through a detailed process of scrubbing uploaded data of personal or sensitive information and then work to duplicate the issues for resolution.

MYTH: **Clients Can't Reach Support in the Evening**
FACT: BST Global has support staff in the U.S., the United Kingdom, in the Netherlands and in Australia to allow us to provide around-the-sun support.

MYTH: **Bigger Firms Receive Better Support**
FACT: At BST Global, we don't have different support levels. All our clients, big and small, receive our same outstanding service level.

MYTH: **Clients Can't Reach a Real Person**
FACT: BST Global doesn't have a phone IVR system — when you call us, we answer.

About BST Global

BST Global designs, develops and deploys the AEC industry's first suite of AI-powered project intelligence™ solutions specifically for the world's leading architects, engineers and consultancies.