



Celestica™

Celestica Care

Celestica's technical support services are designed to help our customers maintain their Celestica solutions. We are here to respond to your requirements, help resolve technical issues that may arise, and assist with managing your network to ensure optimal performance.

Our Customer Experience (CX) engineers manage your support case from beginning to end and drive issue resolution to your satisfaction. We are dedicated to providing you with the resources and best practices you need to succeed.

Product Information

Celestica Care - Flexible Support Options, Your Way

At Celestica, we understand that every customer has unique needs. That's why our Celestica Care suite is designed with **maximum flexibility** at its core, empowering you to choose the level of support that perfectly aligns with your operational requirements and technology landscape. We break free from vendor lock-ins, allowing you to confidently deploy diverse operating systems and hardware, knowing our adaptable care offerings are ready to support you.

- Is having direct access to the knowledge and expertise of Celestica technical professionals a critical factor for your team's success?
- Is proactive guidance and the sharing of valuable insights essential for optimizing the performance and management of your Celestica solutions?
- When unexpected issues arise, is having flexible options for hardware support, like an advanced exchange program, important for minimizing disruption?
- Does your business operate beyond standard hours, requiring reliable technical support that's available around the clock to ensure business continuity?

If you answered "yes" to any or all of these questions, Celestica provides flexible support and services options under our Celestica Care support programs that will meet your requirements and empower your organization. Our dedicated technical experts are ready to partner with you to ensure your peace of mind and operational efficiency.

Celestica Care

- Knowledge Base Access
- 8x5 Local Technical Support
- Hardware and Software Troubleshooting
- Includes Firmware Updates
- Online Ticket Creation and Tracking
- Access to Software Updates and Upgrades

Celestica Care Plus

- Knowledge Base Access
- 24x7x365 Global Access to Technical Support
- Hardware and Software Troubleshooting
- Includes Firmware Updates
- Online Ticket Creation and Tracking
- Access to Software Updates and Upgrades
- Defined Response Time SLA
- Escalation Matrix - Management Notification of High Priority Cases

Celestica Care Advanced

- Knowledge Base Access
- 24x7x365 Global Access to Technical Support
- Hardware and Software Troubleshooting
- Includes Firmware Updates
- Online Ticket Creation and Tracking
- Access to Software Updates and Upgrades
- Enhanced Response Time SLA
- Escalation Matrix - Management Notification of High Priority Cases
- Advanced Hardware Replacement - Two Business Days

Services Information

Celestica Care delivers comprehensive and flexible support services designed to ensure the continuous operation of your critical solutions and maximize the value of your Celestica investment. Going beyond basic issue resolution, Celestica Care provides the technical and operational support you need to maintain peak performance and business continuity.



Prioritized Support Response:

Benefit from our tiered support structure with clear definitions ensuring the appropriate level of urgency and dedicated attention based on the impact to your operations.



Customer Experience (CX) Support:

Gain direct access to our knowledgeable CX experts, ready to provide valuable insights, guidance, and effective solutions to your technical challenges.



Advanced Exchange Program (AEP):

AEP supports the exchange of legacy or modular products – keeping your organization up and running year-round – offering cost-effective and reliable services.



Proactive Knowledge Sharing:

Leverage our commitment to sharing valuable knowledge, empowering your team with the understanding and best practices to optimize your Celestica environment.



Flexible Support Offerings:

Whether you require foundational support during local business hours (Celestica Care) or around-the-clock global access to technical expertise (Celestica Care Plus and Advanced), our flexible offerings ensure you have the right level of support when and where you need it.



Confidence-Building Processes:

Celestica Care Plus and Advanced offer defined response times and escalation matrices, providing clear expectations and instilling confidence in our support commitment.

Choose the Level of Support that Suits Your Business Needs

Celestica Technical Support Options	(8x5) Celestica Care	(24x7) Celestica Care Plus	(24x7) Celestica Care Advanced
Knowledge Base Access	✓	✓	✓
Customer Experience (CX) Access	✓	✓	✓
Hardware and Software Support	✓	✓	✓
Online Ticket Creation and Tracking	✓	✓	✓
Access to Software Releases	✓	✓	✓
Defined Response Time SLA		✓	✓
Escalation Matrix		✓	✓
Advanced Hardware Replacement	Purchase separately	Purchase separately	✓



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