



## DATASHEET

# IGEL SUPPORT SERVICES

## STRUCTURED FOR YOUR SUCCESS

Organizations around the world have moved many of their key apps and workspaces into the secure data center or cloud to improve management and control, better protect their applications and data from malware, and save money. This move to the private, public, or hybrid cloud was accelerated by the global pandemic and coincides with the rapid migration toward hybrid work, hybrid apps, and hybrid clouds, with user endpoints accessing virtual apps, VDI, DaaS, or SaaS-based applications and desktops. This trend has proven to help protect business-critical workloads and assets while allowing end users to thrive. With its platform-independent, secure, efficient, and easily managed endpoint OS and platform built for accessing digital workspaces of any kind, IGEL has emerged as a world leader in enabling today's widely distributed workforces to thrive.

As a strong complement to our world-leading end user computing management platform, IGEL now offers a range of complementary support services to provide extra levels of confidence and assurance for your end user computing environment.

**IGEL offers three levels of support – Select, Priority and Plus.**

### IGEL SUPPORT OPTIONS (All levels require an active maintenance)

Support Feature	SELECT	PRIORITY	PLUS
Coverage Hours	Monday - Friday   8am - 8pm EST (U.S.)   8am - 6pm CET (Europe)** 24x7 for critical issues (Plus only)*		
Product Updates & Upgrades	✓	✓	✓
Web-Based Support***	✓	✓	✓
Phone Support	✗	✓	✓
Support via Remote Access	✗	✓	✓
Access to Knowledge Base	✓	✓	✓
Web Chat (COMING SOON)	✓	✓	✓
Named Contacts	5	10	15
Non-Critical Response Time	3 business days	next business day	4 business hours
Critical Response Time	3 business days	4 business hours*	2 hours (24x7)*

Note: IGEL support offers and availability vary based on global location. Select support is included with software maintenance.

\* Must be logged via phone

\*\* Excludes holidays

\*\*\* Includes the ability to submit tickets online and access to the IGEL Knowledge Base, all available 24x7

† Critical issues are defined as those that severely impact a customer's business through the use of the product within a production environment. The resulting situation halts the customer's business operations and no procedural workaround exists (e.g. inability to connect to the central computing environment).

## IGEL SUPPORT - SUMMARY

### SELECT SUPPORT

Offered free of charge with IGEL software maintenance. Select support covers standard business hours and includes web and email support and a non-critical response time of within 3 days.

### PRIORITY SUPPORT

Available on a 1- to 3-year agreement, builds upon Select support with next business day response for non-critical issues, and a 4 business hours response window for critical issues. In addition, with Priority support, customers can have an IGEL support engineer connect directly to their endpoints for advanced on-device troubleshooting and problem resolution.

### PLUS SUPPORT

Also available on a 1- to 3-year agreement, Plus support builds upon Priority support and is offered on a 24x7 basis with a 4 business hours response for non-critical issues and a 2-hour response window for any critical issues.

### Coverage model

IGEL support is offered on a global basis, staffed regionally out of IGEL Centers of Excellence in Bremen and Augsburg (Germany), and Reading (United Kingdom) for Europe, and out of San Francisco, California for North America.

## IGEL Support Centers of Excellence



The IGEL end user computing platform and software-defined endpoints enable organizations of all sizes to save vast sums of money by maximizing their endpoint hardware investments while protecting the most vulnerable part of the network — at the endpoint devices themselves. For organizations looking to further bolster their end user computing protection and operation, IGEL support services are offered to meet the needs of your business.

IGEL **Select** support comes with basic software maintenance and provides a strong level of weekday support that maps to general business hours and needs. IGEL **Priority** support offers additional hours of coverage and a narrower response window with on-device access and troubleshooting. Finally, IGEL **Plus** includes all the capabilities of Priority support and adds even greater hours of coverage and our most rapid response commitment. In total, IGEL software support makes it easy to manage, operate, and empower your end user computing environment with confidence and peace of mind.