



DATASHEET

IGEL SUPPORT SERVICES

Structured for your success with IGEL Endpoint OS for Now and Next

IGEL's endpoint strategy for now and next enables enterprise IT to deliver secure, cloud-based digital workspaces that provide increased choice, security, and efficiency at lower costs. IGEL offers 24/7 technical support, ensuring uptime and availability of critical systems. Integrations with Microsoft, Citrix and VMware VDI and DaaS and leading communications platforms deliver modern, secure, flexible, and high-performing digital workspaces. Explore the ways to get IGEL Support to help troubleshoot potential issues and avoid user downtime.

IGEL offers three levels of support – Select, Priority and Plus as outlined in this overview.

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)** | | |
| Product Updates & Upgrades | ✓ | ✓ | ✓ |
| 24x7 for critical issues | ✗ | ✗ | ✓ |
| Web-Based Support*** | ✓ | ✓ | ✓ |
| Phone Support | ✗ | ✓ | ✓ |
| Support via Remote Access | ✗ | ✓ | ✓ |
| Access to Knowledge Base | ✓ | ✓ | ✓ |
| 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 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 worldwide out of IGEL Centers of Excellence in Bremen and Augsburg in Germany, Reading in the United Kingdom, and San Francisco for North America.

IGEL Support Centers of Excellence



In addition to these three support options, Priority or Plus customers can access an IGEL Technical Relationship Manager for a fee. The TRM acts as a personal point of contact for all IGEL support issues and provides an even higher level of dedicated support. This is available in some regions only. Contact your IGEL representative for further details.

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