

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 save money and better protect their applications and data from malware. This move to the private, public, or hybrid cloud coincides with moving users onto thin client endpoints to best protect business-critical workloads and assets while allowing end users to thrive. With hardened Linux-based software-defined endpoints that are simple, smart, and secure, IGEL has emerged as a world leader in enabling highly secure yet highly productive software-defined endpoints for a broad range of users, from task workers to extremely demanding power users. And everyone in between.

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 Priority Plus.

IGEL SUPPORT OPTIONS

Support Feature	SELECT	PRIORITY	PRIORITY PLUS
Coverage Hours	Monday - Friday 8am - 8pm EST (U.S.) 8am - 6pm CET (Europe) 24x7 for critical issues (Priority Plus only)*		
Products Supported	Product Matrix	Product Matrix	Product Matrix
Product Updates & Upgrades	✓	✓**	✓**
Web-Based Support***	✓	✓	✓
Phone Support	✓	✓	✓
Support via Remote Access	✗	✓	✓
Access to Knowledge Base	✓	✓	✓
Number of Incidents	Unlimited	Unlimited	Unlimited
Named Contacts	5	10	15
Non-Critical Response Time	3 Business days	Next business day	4 business hours
Critical Response Time	N/A	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 ** Requires active maintenance on endpoint

*** Includes the ability to submit tickets online and access to the online knowledge base

† 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).

For Priority and Priority Plus customers, IGEL also offers optional Technical Relationship Management services for an even greater and more personal level of support coverage.

TECHNICAL RELATIONSHIP MANAGEMENT

(only available to Priority and Priority Plus customers)

Support Feature	PRIORITY / PRIORITY PLUS	PRIORITY / PRIORITY PLUS with a TRM
Phone and Email Support	✓	✓
Support via Remote Access	✓	✓
Case Monitoring	✓	✓
Priority Escalation	✓	✓
Designated Support Contact		✓
Account Profiling and Reporting		✓
Roadmap Session with PM		✓
Scheduled Onsite Visits		✓
Technical Webinars		✓
Workshops		✓
Health Checks		✓





IGEL HARDWARE WARRANTY

IGEL German-engineered hardware comes with a standard 2-year warranty that extends to 5 years with product registration. IGEL endpoints are known for their extreme reliability and durability, but on the rare occasion when one of these devices should encounter an issue, this generous out-of-the-box warranty has you covered, and is enhanced by the extra level of support that covers both IGEL hardware and all software offers.

IGEL SUPPORT SUMMARY

SELECT SUPPORT

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

PRIORITY SUPPORT

Available on a 1-, 3-, or 5-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.

PRIORITY PLUS SUPPORT

Also available on a 1-, 3-, or 5-year agreement, Priority Plus support builds upon Priority support and is offered on a 24x7 basis with next business day response for non-critical issues and a 2-hour response window for any critical issues.

In addition to these three support options and available in some regions at an additional yearly cost, some customers with Priority or Priority Plus support may have access to an IGEL technical relationship manager (**TRM**) who can serve as your personal advocate and go-to-person for any IGEL support issues while providing an even greater level of focused sponsorship and assistance.

Coverage model

IGEL support is offered on a global basis, with support staffed regionally out of IGEL Centers of Excellence in Bremen and Augsburg, Germany 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 **Priority 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.



Visit us online at [igel.com/support](https://www.igel.com/support)

Revolutionary in its
Simplicity