IGEL

DATASHEET

IGEL SUPPORT SERVICES

Structured for your success with IGEL OS Editions

IGEL OS Editions offer organizations flexibility in selecting the right level of management, control, and support based on their digital workspace maturity. Explore IGEL Support levels.

IGEL SUPPORT LEVELS   (All levels require an active subscription)

Support Feature	PRIORITY PLUS	PRIORITY	SELECT
24x7 for critical issues	✓	✗	✗
Critical Response Time	2 hours (24x7)*	4 business hours*	3 business days
Non-Critical Response Time	4 business hours	next business day	3 business days
Web-Based Support**	✓	✓	✓
Phone Support	✓	✓	✗
Support via Remote Access	✓	✓	✗
Access to Knowledge Base	✓	✓	✓
Named Contacts	15	10	5

Note: Coverage Hours Monday - Friday I 8am - 8pm EST (U.S.) I 8am - 6pm CET (Europe), excluding holidays.
IGEL support offers, and availability vary based on global location.
Select support is available with IGEL Essential Edition, suitable for SMB customers only.

* Must be logged via phone
** 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

PRIORITY PLUS SUPPORT

Priority Plus offers 24x7 availability with a 2-hour response window for critical issues, and remote access for advanced troubleshooting. Priority Plus is available to Enterprise, Healthcare, Government, and Business Continuity Editions suitable for large scale and critical infrastructures.

PRIORITY SUPPORT

Priority offers a 4-hour response window for critical issues with next business day response for non-critical issues, and remote access for advanced trouble shooting. Priority support is available to IGEL Standard Edition only, suitable for corporate and medium-sized business environments.

SELECT SUPPORT

Select offers email support and a critical response time of within 3 days. Select support is available with IGEL Essential Edition, suitable for SMB customers only.

COVERAGE MODEL

IGEL support is offered worldwide out of IGEL Centers of Excellence in Bremen and Augsburg in Germany, Bucharest in Romania, Reading in the United Kingdom, San Francisco and Fort Lauderdale in North America.

IGEL Support Centers of Excellence

Support services are available in English, German, French and Spanish. Contact your IGEL representative for other available languages.

Learn more: www.igel.com/support/

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