



# Intranet Support that Scales with Your Goals



## Bronze Support

- Maximum 5 business days response time to incident reports
- 5/month incident reporting
- 1 named support contact
- Customer Care access
- Unlimited access to Igloo University

*Free for all users*

## Silver Support

- ✦ Maximum 1 business day response time to incident reports
- ✦ Unlimited incident reporting
- ✦ 2 named support contacts
- Customer Care access
- Unlimited access to Igloo University

**PLUS**

- + Email incident reporting
- + Third-party authentication
- + Igloo Preview Program
- + Ticket tracking

## Gold Support

- ✦ Maximum 4 hour response time to incident reports
- Unlimited incident reporting
- ✦ 4 named support contacts
- Customer Care access
- Unlimited access to Igloo University

**PLUS**

- Email incident reporting
- Third-party authentication
- Igloo Preview Program
- Ticket tracking

**PLUS**

- + After-hours on-call support P1 & P2
- + Developer Support
- + Igloo Beta Program
- + Dedicated customer room

## Platinum Support

- ✦ Maximum 1 hour response time to incident reports
- Unlimited incident reporting
- ✦ 8 named support contacts
- Customer Care access
- Unlimited access to Igloo University

**PLUS**

- Email incident reporting
- Third-party authentication
- Igloo Preview Program
- Ticket tracking

**PLUS**

- After-hours on-call support
- Developer Support
- Igloo Beta Program
- Dedicated customer room

**PLUS**

- + Group support contact

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**Build a partnership. Achieve More.**

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