



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

Build a partnership. Achieve More.