



Intranet Support that Scales with Your Goals



Demand more from your tech and the teams who create it. Igloo builds partnerships with our customers to ensure long-term success. Choose from one of the two Igloo Flex support packages to match our services with your needs.

Essential Support

- ✓ Maximum 1 business day response time to incident reports
- ✓ Unlimited incident reporting
- ✓ 2 named support contacts
- ✓ Customer Care access
- ✓ Email incident reporting
- ✓ Ticket tracking

Advanced Support

- ✓ Maximum 4 hour response time to incident reports
- ✓ Unlimited incident reporting
- ✓ 4 named support contacts
- ✓ Customer Care access
- ✓ Email incident reporting
- ✓ Ticket tracking

PLUS

- ✓ After-hours on-call support
- ✓ Dedicated customer room