



# Provide Support

Information Bundle

# Support



Monday-Friday, 9-5:30pm (except UK bank holidays)

Support: you rarely worry about it until you need it. But having an agile, reliable support option already in place means that you're covered and stress-free.

Identity Experts



## Assistance

Need support on the fly? With this level of support, customers can pick up the phone and speak to one of our Identity Experts for troubleshooting and general guidance.



## Intervention

Is an issue weighing your team down? Need some extra support? Our Identity Experts are on hand to intervene remotely for bigger challenges, taking the pressure off your internal teams.



## Management

With our Management support package, we'll monitor and maintain your system, as well as fix any issues which might arise.

Function	Assistance	Intervention	Management
Reactive Support	✓	✓	✓
Proactive Support	✗	✗	✓
4hr Response Time	✓	✓	✓
Intervention Hours	8	Unlimited*	Unlimited*
Managed Service Management	✗	✗	✓
Remote Annual MIM Health Check	✗	✓	✓

Additional Intervention Hours available as needed.  
Incident packages are available on request.

\*Fair use applies