















# i2 Management Support Offerings

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Consulting & Recommendations	-	
Trend Analysis Data	-	
Senior Strategy	-	
Release Updates	-	
No Minimum Term	-	

## Standard Support Services (SSS)

The iManage Standard Support Service (SSS) which is covered under the Maintenance Agreement with iManage is available to all iManage SSS clients at no charge. This service includes:

**Access to Support Portal:** Access to i2 Management's email portal to automatically log requests for assistance or to report any issues. Support queries can automatically be logged into i2 Management's Service Desk software by sending an email to [iman-help@i2m.com.au](mailto:iman-help@i2m.com.au).

**Contact with Certified iManage Engineers:** All support services for identifying, logging and monitoring of any identified software defect with iManage products to the vendor.

**Simple Support Resolutions:** All support services provided that can be handled and resolved by a telephone call or in response to an email.

**NOTE:** For SSS customers, any requirement to log into your environment to determine the root cause of the issue and reach a resolution, will be a chargeable activity.

## Pro-Active Support Package

i2 Management's Pro-Active Support provides an active, comprehensive and robust package of services which greatly contributed to business continuity and reduced ongoing support costs. The package includes the standard SSS components plus the following:

- ✔ **Extended Operational Hours:** Support available on all working days between 8:00 am and 6:00 pm in conjunction with our centralized Service Desk.
- ✔ **Support Services Triage:** Addressing all iManage problems including logging into your environment to determine the root cause of the problem. Issues will be resolved without additional charge unless the support services extend over 30 minutes in duration. i2 Management will advise when further support services become chargeable.
- ✔ **System Health Checks:** Analysis of your iManage environment will be performed by our qualified engineers at least once within each working week or more frequently should that be deemed necessary. This pro-active approach will ensure that all system services are functioning as expected - Indexing, Workspace Generation, Email Management services, archiving processes etc.
- ✔ **Consulting and Recommendations:** Communication with you on the results of the health check along with rectification steps or recommendations will be provided.
- ✔ **Trend Analysis Data:** Provided with an emphasis on the sizing of the iManage SQL database, IDOL sizing, and document repository; focused on assisting with the future planning for your iManage environment (by request).
- ✔ **Senior Strategy:** Participation by senior i2 Management staff in a quarterly strategy and feedback meeting.
- ✔ **Release Updates:** Communication on product update release details with a summary of areas that may be of interest to you issued when released by iManage.
- ✔ **No Minimum Term:** i2 Management offer a month-by-month opt-in, allowing our clients to continue with our Pro-Active Support level as they see fit.

**Pro-Active Support Package Total: \$500 per month**



Thanks for taking the time to consider i2Management as your solution provider. With over 20 years of experience, we enjoy bringing successful solutions to our customer. Please contact us if you have any queries with the information provided.