



intelligent eye

Support Services Guide

This document outlines the level of service and support that IntelligentEye Ltd aspires to for the Competitor Monitor services.

At Competitor Monitor we know just how important support and levels of service are to our customers. We strive to continually provide our customers with the best possible service. How do we know that we achieve this? Our customers tell us all the time! So, we make sure we go the extra mile and to ensure we meet the support needs of all our customers.

Since the needs of customers vary from one business to the next, we have created two support offerings to give you the option of selecting a Standard or Premier level of support. We created Premier Support so as to provide maximum value and personalised services for customers requiring an additional level of support.

Compare support packages

	Standard Support	Premier Support
Support requests	✓ Unlimited	✓ Unlimited
Dedicated account manager	Not Included	✓
Email support	✓	✓
Support response time	✓ 12-business-hours 9:00am - 5:00pm GMT Monday - Friday	✓ 2-business-hours 9:00am - 5:00pm GMT Monday - Friday
Training via web conference	✓ 2 hours	✓ 2 hours per month
Fixes to changed websites	✓	✓
Annual strategic review	✓	✓
Quarterly account review		✓
Telephone support		✓ 9:00am - 5:00pm GMT Monday - Friday

Standard Support

Our baseline level of support is highly praised by our existing customers. It is provided free of charge to all customers as part of a subscription. With our Standard Support you are provided with the ability to submit an unlimited number of cases to support, we aim to achieve a 12 hour response time (during business hours) to email enquiries, fixes to changes of any monitored sites and an annual account review by the Competitor Monitor team. We often exceed these levels.

Premier Support

This is our most comprehensive support package. It cost-effectively combines all the services included within our Standard Support service but also gives you:

- Rapid response
- Telephone support
- More regular training
- Quarterly reviews

Premier Support is priced on a case by case basis and we will be happy to go through this in detail with you.

Our Service Levels

Proposed Uptime

We endeavour to provide continual uptime and access to our Competitor Monitor online application. We propose to exceed 99.9% uptime, something that historically we have been able to exceed every year since our launch. We have systems in place to automatically switch to a backup site, which is constantly mirrored, in the event of failure.

Please note that our systems are dependent on the availability of other infrastructure and website services.

Backups

We continually back up the data, both across data centres as well as via daily backup snapshots. We test backups for restoration on a quarterly basis

Data Centres

Our data centre that we use operates a state-of-the-art data centre in Enfield, London. The facility offers complete redundancy in protected power, HVAC, fire suppression, a temperature controlled environment, with an online 'real time' interactive environmental system monitored 24/7.

Changes to Monitored Sites

If changes are required to monitoring agents, due to structural site changes or otherwise, we will endeavor to make the required changes within 5 working days.

Contacting Support

Please use the following contact details if you wish to contact our support team:

Email: support@intelligenteye.com

Telephone: +44 (0)800 408 3825 or +001 (1)866 922 8536

Opening Times

Our Northern UK office handles all support enquiries and is open from 9.00am-5.00pm GMT, Monday to Friday. Saturday, Sunday and National public holidays are excluded.

Please note: support response times are based on the above opening times.

