

# Phoenix Support for iManage



Phoenix offers a wide range of options to maintain and support your iManage solution. Our services range from basic telephone support through to fully customisable, managed and hosted services that have been specifically designed to reduce, or even eradicate the day to day administration and management overhead of supporting your iManage solution. With an extensive track record in supporting some of the largest iManage Work implementations in the world, Phoenix is well positioned to be able to advise and support its clients in the management and support of their business critical application.

## Key benefits of Phoenix Support

- On-Demand Expertise – Clients can get access to specialist iManage skills and resources as and when they need them
- Quick Response Times – Phoenix Support staff will take immediate ownership of issues and see them through to a successful conclusion
- Peace of Mind - Expert knowledge is just a phone call or email away
- Reduced Risk - The Annual Systems Health Check process (not offered as part of the Basic Support package) establishes a firm foundation on which to base the support (i.e. it identifies problems and ensures that support staff get to know the system intimately)
- Ensure Systems Continue to Support the Business - Systems can be checked and fine-tuned on a regular basis for optimum performance

Support Option	Basic	Standard	Premium	Fully Managed
Service Desk Support 24 x 7 x 365	✓	✓	✓	✓
Annual System Health Check		✓	✓	✓
Service Performance Reports		✓	✓	✓
Bi-Annual Service Performance Review		✓		
Quarterly Service Performance Review			✓	✓
Proactive Monitoring & Alerting 24 x 7 x 365			✓	✓
Assigned Technical Team			✓	✓
Systems Management & Administration 24 x 7 x 365				✓
Optional Hardware & Application Hosting				✓
Phoenix Service Enhancement Options		✓	✓	✓

## Basic

- Service Desk Support
- Logging and life-cycle management of incidents
- Ability to communicate and log incidents via telephone, email or Self-Service Portal
- Automated response and escalation as standard
- Remote assistance is performed using agreed method/application between Supplier and Client
- Web based Self-Service Portal to provide up to date information regarding the status of an incident. Clients can raise calls from within the portal and review service performance metrics
- Unlimited number of support request during standard business hours

## Standard

- Bi-Annual Service Review Meeting
- Supplier assigned Services Manager scheduled Client visit relating to the following items:
  - Service Performance Levels
  - Key System Issues
  - Administrative Issues
  - Security Issues
  - Changes Proposed
  - Activity update since previous meeting
  - Update on current and upcoming projects
  - Technology and Services Update
  - Client feedback on Supplier Services
  - Annual Health Check upon Contract Renewal
- Complete review of all aspects of iManage Solution
- Detailed report produced
- Service Performance Report
- Performance against SLA
- Analysis of previous quarter

## Premium

- Monitoring & Alerting 24 x 7 x 365
- Proactive monitoring and alerting of all key services and components
- Quarterly Service Review Meeting
- Supplier assigned Services Manager scheduled Client visit relating to the following items:
  - Service Performance Levels
  - Key System Issues
  - Administrative Issues
  - Security Issues
  - Changes Proposed
  - Activity update since previous meeting
  - Update on current and upcoming projects
  - Technology and Services Update
  - Client feedback on Supplier Services
- Assigned Technical Team
- Supplier assigned technical team dedicated to the Client to ensure consistency and familiarisation with the site and Client personnel

## Fully Managed

- Fully customisable solution tailored to individual Client needs
- Phoenix can take full responsibility of the entire iManage solution or support the IT department whilst increasing the levels of service to your business
- Systems Management & Administration 24 x 7 x 365
- In-house or remote technical resource (depending on requirement) to address day to day support requirements and issues
- Annual Disaster Recovery Testing
- Phoenix consultants will perform regular disaster recovery testing for those clients that have a suitable disaster recovery strategy and/or capability
- Optional Hardware & Application Hosting services