INTUITION

CLIENT SUPPORT MATRIX

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LAYER 1
PHONE SUPPORT

LAYER 2
ENGAGE A SUPPORT ENGINEER

LAYER 3
ESCALATION

SENIOR LEADERSHIP

INTUITION

Contact: +1 647 805 4488 (Canada & USA)
Contact: + 61 370 447 229 (Australia)
helpdesk@intuitionconsultanciesinc.ca
www.intuitionconsultanciesinc.com

STRUCTURE IN DETAIL

1

- Basic setup of users, applications, and endpoints.
- Clients log support tickets via 24/7/365 service desk or email (helpdesk@intuitionconsultanciesinc.ca).
- Service desk engineer initiates the ticket and assesses the issue.
- Severity classified as Level 1 if applicable.
- Level 1 issues resolved within 1 hours, with updates provided to the client.

2

- Handles critical configurations, fixes, upgrades, updates, scans, and infrastructure management.
- Clients log support tickets via 24/7/365 service desk or email (helpdesk@intuitionconsultanciesinc.ca).
- Service desk initiates the ticket and assesses the issue.
- Issues classified as Level 2 are escalated to a support engineer.
- Support engineer investigates, updates the ticket, and engages with the client within 2 hours.
- Resolution timeline is mutually agreed upon based on issue severity.

3

- If no status update is provided within 2 hours, clients can escalate to senior leadership via phone or email.