

How Our iManage Support Service Has Evolved

Comparing our previous iManage support service with Proactive Platform Support: our new service.

Our Changing Approach To iManage Support

Tiger Eye has been an iManage Partner and support provider for the last twenty years, trusted by leading firms worldwide to secure, improve and build upon iManage.

Our services have evolved a lot over our two decades in business. So too has the iManage platform, moving to a SaaS model with a broader focus on knowledge work (rather than just documents and emails). Firms now need a different kind of iManage Partner to truly drive success across their businesses and with the platform itself.

Introducing Proactive Platform Support

Reshaping our approach to support using feedback from our global client base, we have launched Proactive Platform Support - a new service with the modern iManage user in mind.

Using our deep iManage knowledge and system data gathered from regular DMS health checks, we can identify and prevent potential issues for you, ensuring optimal platform performance and uptime. Plus, our dedicated Client Success Team can help you to get maximum value from iManage, through regular sessions and action plans.

About This Resource

This resource highlights how our new service differs from our previous iManage support service.

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Service	Description	Previous Service	Proactive Platform Support
Service Desk	Business hours support (available to specified non-iManage Certified users).	✓ Included.	✓ Included.
Proactive Communication	Proactive communication regarding platform changes, e.g., to forewarn about potential future impacts to processes, software and workflows.	<i>Limited</i> Ad hoc, dependent on the client's requested level of engagement.	✓ Included as standard, this is a key benefit of our new service.
iManage Health Checks	Regular system and environment checks to assess our clients' systems for adherence to best practice, with suggestions made to ensure the platform is operating optimally.	<i>Limited</i> Dependent on resource, client set-up and terms of personal package.	✓ Included in our Managed and Enhanced tiers, this is part of our proactive service.
Service Reviews	Production and presentation of Support data (including overall volumes, SLA attainment, analysis of key issues and advisories) as part of the larger Service Review Meetings.	<i>Limited</i>	✓ Now enhanced, restructured and included as standard.
Incident Management	Full incident lifecycle management of all raised incidents, from inception through to resolution.	<i>Limited</i>	✓ Comprehensive Incident Management now included.
Service Request	Fulfilment of a service request relating to the ongoing support, assistance and maintenance of the end user service.	<i>Limited</i> Carried out on an ad hoc basis, with limited availability.	✓ We have optimised how we deliver service requests, so we can offer you more capacity for these critical tasks.
Incident Review	A review of open incidents, to track the progress of ongoing incidents, build technical relations and identify and address potential challenges.	<i>Limited</i>	✓ Comprehensive Incident Review now included.

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Service	Description	Previous Service	Proactive Platform Support
Client Success Programme: Voice of the Client	Actively capturing and actioning our client's feedback to drive continuous improvement in our services and solutions.	✗ Not Available.	✓ New to our support service, this programme has been extended to give our clients the opportunity to reshape our services.
Client Success Programme: Business Value Meetings	Regular, structured discussions to assess the impact of iManage for our client's operations, identifying opportunities for optimisation, and aligning the platform's capabilities with our client's strategic objectives. These meetings focus on reviewing key performance indicators and ensuring measurable value.	✗ Not Available.	✓ New to Tiger Eye. This new service has been created using lessons learned from two decades as an iManage Partner and enables us to directly pass on our honed approach to iManage optimisation to efficiently realise value for our clients.
Client Success Programme: Mutual Success Plans	Collaborative plans developed for and with our clients to define and achieve specific business outcomes. These plans outline actionable steps, best practices, and milestones to drive progress and unlock platform benefits.	✗ Not Available.	✓ New to Tiger Eye. This service helps us to ensure our clients benefit from the iManage platform and realise its benefits, through structured, well-managed adoptions and platform improvements.

How Could Our Client Success Team Help You?

Contact us to learn more about our services, which could help you to:

- Adopt the latest iManage features to enhance productivity and collaboration.
- Drive better DMS adoption across your teams.
- Monitor storage and licensing needs with greater clarity and control.

[Learn More](#)

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Service	Description	Previous Service	Proactive Platform Support
Service Credit Rewards	Our Service Credits scheme reduces the burden on our clients' internal IT teams. Credits accumulated through using our service equate to hours of our specialists' time, which can be used to cover the work required for specific tasks or reports.	<i>Limited</i> Subject to availability and terms of personal package.	✓ We have optimised how we deliver service credits, with refined internal processes to provide our clients with greater resource availability.
Service Reporting	Regular reporting on system usage and availability.	<i>Limited</i> Subject to availability and terms of personal package.	✓ Now enhanced, restructured and included as standard.
Problem Management	Beyond incident resolution, the Problem Management service identifies and addresses the root causes of recurring issues, enhancing system stability, and ensuring system performance for the long term.	<i>Limited</i>	✓ Included.
Major Incident Management	Following a major incident (impacting all users) a dedicated incident manager is assigned to the client's account to prioritise containment, recovery, and restoration of services, minimizing downtime and protecting the firm's essential document workflows.	<i>Limited</i>	✓ Included.
24/7 Support	Increased service coverage for 24/7 round-the-clock support.	Optional Add-On	Optional Add-On.

"Tiger Eye's unmatched technical expertise and focus on customer service made them a clear winner for us..." - Womble Bond Dickinson

Proactive Platform Support: Packages Overview

Service	Basic	Managed	Enhanced
Service Desk	✓	✓	✓
Service Request	✓	↑	↑
Incident Review	✓	↑	↑
Service Reviews	✓	↑	↑
Service Rewards	✗	✓	↑
Service Reports	✓	✓	✓
Major Incident Management	✓	✓	✓
Proactive Communication	✓	✓	✓
DMS Health Checks	✗	✓	↑
Client Success: Voice of the Client	✓	✓	✓
Client Success: Business Value Meetings	✗	✓	↑
Client Success: Mutual Success Plans	✗	✓	↑

* Tailored, dedicated packages available also on request.

Key

✓ Included

✗ Not Included

↑ Greater Frequency or Volume Included
(Compared To Previous Tier)

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