



WELCOME TO IAM CLOUD
TECHNICAL SUPPORT



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Log issues via our support portal:
<http://www.support.iamcloud.com>

On-premise support from:
8am – 5pm Local Time
24*7 for Urgent Issues (Phone Only)
UK: +44 (0) 118 324 0000
USA: +1 9144951298

For IAM Cloud Service Status
information please visit:
<http://www.iamcloudstatus.com>

For full access to the IAM
Cloud Knowledge Base please
visit:
<http://www.support.iamcloud.com/support/solutions>

TICKET CREATION & ESCALATION PROCESS



Create technical support ticket in portal:
<https://support.iamcloud.com>

Set priority appropriately.*

CC Customer Success Manager on new ticket, if needed. Or, escalate existing ticket if not handled to your expectations.

If ticket is business critical (e.g. All users can't log in), cc or email escalations team at: escalations@iamcloud.com.

*All urgent issues outside of 8am-5pm local time need to be logged by PHONE only. Urgent tickets submitted out of hours via the support portal or email will not be seen until the next business day commences.

CUSTOMER SUCCESS TEAM

THE CUSTOMER SUCCESS TEAM ARE HERE TO ENSURE THAT YOU GET THE MOST VALUE FROM YOUR INVESTMENT IN IAM CLOUD. WE WILL CHECK IN ON YOU AT VARIOUS POINTS TO SEE HOW YOU ARE GETTING ON! YOU CAN REQUEST A FREE SERVICE REVIEW AT ANY POINT @CUSTOMERSUCCESS@IAMCLOUD.COM



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