

# Enghouse Customer Support

#### Quick Reference Guide

May 2025

📕 How to use our Portal

Click or scan below:

At Enghouse, we aim to deliver exceptional service and support every step of the way. This reference guide puts the essentials at your fingertips - so we can provide the care you deserve.

## **Support Overview**

Support Type	Hours	
Standard	Mon-Fri 08:00-18:00 (local time)	
Premium	24/7 (For P1 & P2 incidents)	
White Glove	24/7 Tailored Support / Managed Service	

# Contacting Support

Support Portal: https://enghouseglobal.atlassian.net/servicedesk/

See table below...

Region	Phone	
Americas	+1 800 7889730	
Australia	+61 1300 932266	
Austria	+43 1227128009	
Benelux	+32 37604030	
Brazil	+55 11 38417100	
France	+33 147 126894	
Germany	+49 811 88998110	
Italy	+39 2 27070900	
New Zealand	+64 9 356 5569	
Portugal	+351 21 4129801	
Spain	+34 911401895	
Sweden	+46 86309898	
United Kingdom	+44 203 3573001	
Product		
QUMU / Mediasite	US: +1 866 654 8334 UK: +44 203 8821628	
Lifesize	+1 877 543 3749	

Help us to help you... We recommend a minimum of two trained contacts to raise incidents with us

Please Contact Support who will be happy to help

📌 Hardware RMA?

Still using our legacy Support Portal?

<u>Click</u> or scan below:







Priority Incident?

Please call us so we can provide immediate assistance

## **Incident Response Targets**

Priority	Issue Type	Initial Response	Service Restoration (Cloud / SaaS Only)
P1 (Critical)	Total system outage	30 min (Premium) 1 hr (Standard)	4 hours
P2 (High)	Severe degradation	1 hr (Premium) 2 hr (Standard)	8 hours
P3 (Medium)	Non-critical, partial issue	1 business day	-
P4 (Low)	Cosmetic, minor	2 business days	-

# Move/Add/Change/Delete? (MACD)

Knowledge Base
Available 24/7 via our
Support Portal

To request a MACD for an Enghouse Service or Solution, please contact the Support Team detailing what is required. MACD's are not typically included in our support contracts, but please contact us if you'd like more information on this service.

#### SaaS Availability

Target of 99.95% P.C.M. Excludes maintenance windows & 3<sup>rd</sup> Party issues

#### Service Escalation

Please call us and request a Service Manager >97% Positive Customer Feedback (Last 12 months)

For full details on anything included in this Quick Reference Guide, please refer to your Enghouse terms and conditions

# Enghouse Training

We have a full range of installation and support courses for all our products. <u>Click</u> or scan the QR code to learn more....

- Scheduled and hosted at an Enghouse Training Centre
- Custom training sessions at your workplace or online
- End-User or Train-The-Trainer options available

### White Glove Support

Enghouse can provide enhanced service level objectives for customers that purchase a White Glove support package. These benefits can include:

- Enhanced 'Initial Response' targets
- Priority Queuing for support requests
- Enhanced 'Service Restoration' targets
- A dedicated Technical Account Manager (TAM)
- A dedicated support representative
- Quarterly performance reviews & service reporting

