



IPRO SUPPORT MODEL

At IPRO, we see every engagement as a long-term partnership built on accountability, proactive care, and predictable service. Our white glove implementation and support model ensures seamless deployment, uninterrupted operations, and continuous improvement throughout the life of the relationship. All core services, implementation, training, SLA-backed support, and ongoing success reviews, are included in your monthly rate, with no upfront installation or implementation fees.

IPRO
TEAM

SEAMLESS ONSITE IMPLEMENTATION

- **Onsite Installation by Certified Technicians:** All deployments are performed by IPRO's own Mitel-certified technicians, never subcontracted.
- **First Day of Service Commitment:** Our technicians remain onsite after cutover to support your team during the critical first hours of going live.
- **Acceptance-Based Delivery:** We do not leave until the customer has formally accepted delivery and confirmed expectations are met.
- **No Upfront Costs:** Billing begins only after cutover is complete and your system is live. Your first invoice from IPRO is your first month of service.
- **Comprehensive Training:** Tailored training is provided for administrators and end-users, ensuring immediate confidence and adoption.

MULTI-CHANNEL SUPPORT DESK ACCESS

All customers receive direct, unlimited access to IPRO's in-house support desk, always staffed with Mitel-certified technicians:

- **Phone:** Calls are answered live by IPRO staff, with immediate escalation on critical issues.
- **Email:** Submissions to support@teamipro.com automatically generate tracked tickets for complete visibility and accountability.
- **Live Chat:** Available through the IPRO support portal to quickly open tickets without the need to call or email of service.

SLA RESPONSE

SLA RESPONSE COMMITMENTS

Our SLA guarantees timely responses and resolutions based on issue severity:

- **Priority 1 (Critical Outage):** 24x7x365 coverage. 15-minute response. 4-hour resolution objective.
- **Priority 2 (High Impact):** Business-hour coverage. 1-hour response. Next business-day resolution objective.
- **Priority 3 (Standard Issues):** Business-hour coverage. 4-hour response. 2-3 business days resolution objective.
- **Priority 4 (Low / Informational):** Business-hour coverage. 1 business day response. 5 business days resolution objective.

PROACTIVE PARTNERSHIP APPROACH

IPRO goes beyond reactive support by delivering ongoing, proactive engagement:

- **Quarterly Business Reviews:** Our Customer Success team schedules quarterly reviews with your stakeholders to ensure expectations are consistently met. These sessions provide visibility into upcoming releases, opportunities to improve the end-user experience, and areas where we can better align technology with your goals.
- **Certified Expertise on Every Interaction:** Every technician you work with is Mitel-certified, providing consistent, expert-level knowledge.
- **Predictable Costs:** Implementation, training, and ongoing support are all included in your monthly subscription rate.
- **Transparent Boundaries:** Only non-support or project-based requests outside the agreement scope are quoted separately, always in advance.



At IPRO, support success is not measured by the number of tickets we close. It is measured by the lasting impact we make on your organization—how effectively we improve your day-to-day operations, elevate the end-user experience, and build a stronger, more resilient technology environment. Our goal is not just to resolve issues as they arise, but to help position your business for stability and growth well into the future.



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