



Support InterSystems
24x7

WRC

Worldwide Response Center



Worldwide Response Center



Data-Platform Support



Healthcare/*aaS Support



Worldwide Organization

- Advisors in 35 offices across the world
- Customers in over 80 Countries
- Centralized in Boston, MA (USA)
- 24 x 7 Operation

WRC - The Organization



First Response Center (FRC)

North American	Latin American	European	Japan	Australia
	Internal Support Group	Performance Group	TAM & Service Exec.	China
Analytics Tech. Support Group	HealthShare Support Group	Integration Specialist Group	Government Support Group	

What differentiates us?



Unrestricted
Client Contacts



Immediate
Assignment to a
Support Specialist



Response Time
objective: 30
Minutes



Usual Response
Time < 5 Minutes



Native speakers
in many
Countries



Interpretation
Service for
special cases

Our responsibilities



- Working on discrete, bounded problems, where the product is not behaving as designed and documented
- Tracking down and fixing product defects
- Providing workarounds and Ad hoc distributions
- Analyzing Performance Problems

YOU set the priority



CRISIS:



24 Hours attention and corporate priority

Immediate Notification to Senior Management



HIGH:



Same Day resolution required.

Immediate Notification to Support & Development Management



MEDIUM:



Same week resolution required.

*Immediate Notification to Mentor, Manager, Account Management;
Daily Notification to Support Management*

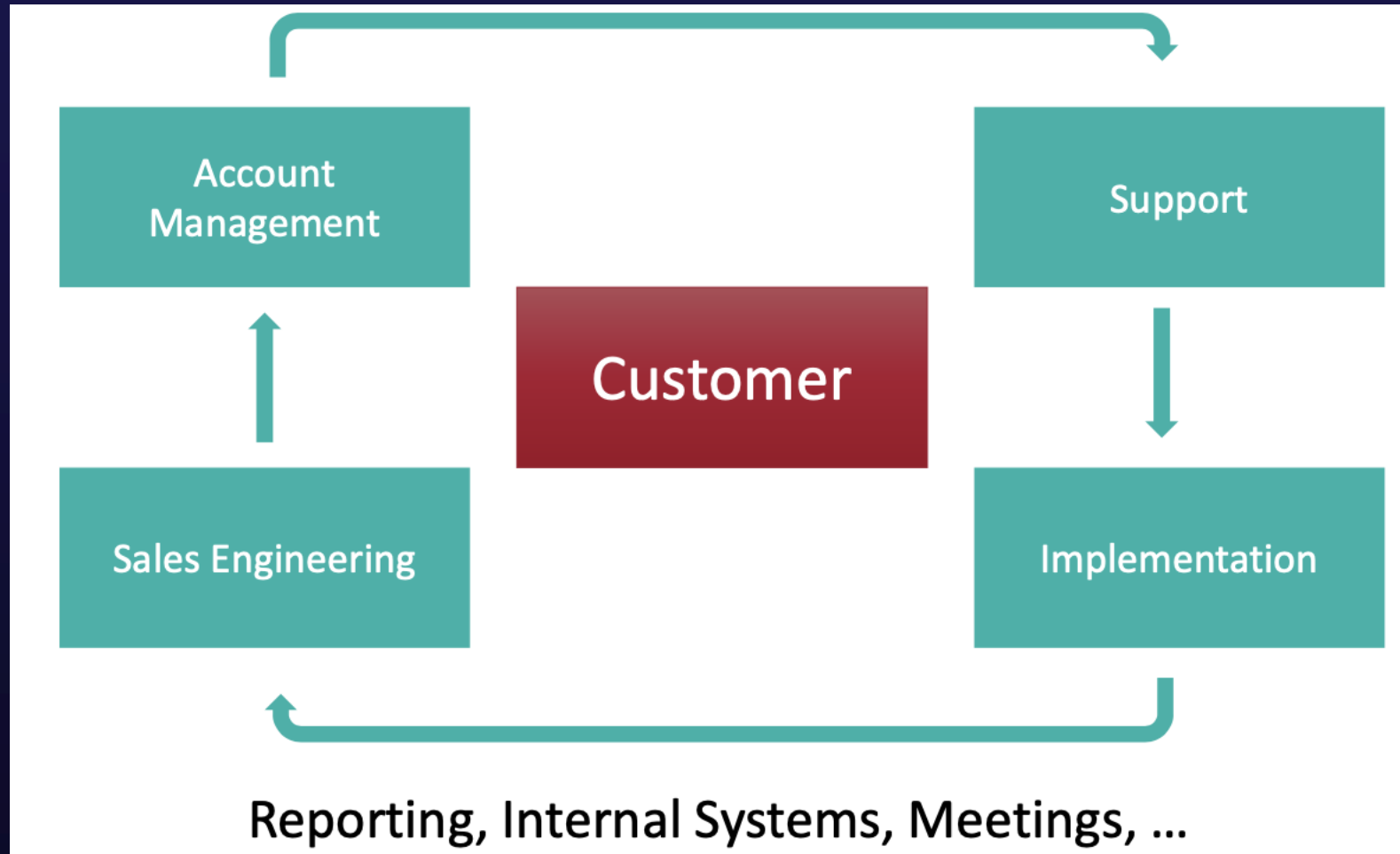
Our Principles

- Immediate Access to Engineers
- You Set the Priority
- You determine when an issue is Closed
- Your information is protected and safeguarded
- Each Issues has a Responsible Owner
- Follow-Up Survey on Closed Incidents or Problems

Feedback - Surveys



Communications – Maintaining a bird's-eye view



How to contact us ?



If it is **urgent** to reach Support, **call** us and get in touch with a Support Engineer right away.

The **phone** is still the **fastest way** to get help **immediatley!**

FOR IMMEDIATE HELP

Support phone:

+1-617-621-0700 (US)

+44 (0) 844 854 2917 (UK)

0800615658 (NZ Toll Free)

1800 628 181 (Aus Toll Free)

Support email:

support@intersystems.com

Support online:

[WRC Direct](#)

Contact support@intersystems.com for a login.

[LEARN MORE](#)



Developer Community

Ask questions and find answers! Sign up or use your InterSystems Learning / WRC credentials to join the conversation.

<https://community.intersystems.com/>



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the potential of InterSystems technology


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SOLUTIONS

★ 1




Financial Fraud Prevention with ML and IRIS

Demo of how to apply Machine Learning and Business Rules to

SOLUTIONS


★ 1



Twitter Sentiment Analysis with IRIS

Use IRIS Natural Language Processing and its interoperability


SOLUTIONS



Kano MDM

Kano MDM - is an efficient Master Data Management software product


SOLUTIONS



Background Jobs over ECP

Running a Background Job using JOB command is a well-known feature.


SOLUTIONS



DynamicObject Adapter

An adapter that enables you to "serialize" and "deserialize" class

SOLUTIONS



String Datatype - Regular Expression

A string datatype class that implements regular expression

<https://openexchange.intersystems.com/>





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Get introduced to freedom of choice with InterSystems IRIS® data platform.



InterSystems IRIS Release Notes

Review new features in this release.



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Create a resilient architecture that meets your business needs.



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Enjoy a choice of deployment options for your solutions.



Application Development

Create innovative applications with InterSystems IRIS, with your choice of languages and data access modes.



Analytics

Combine your favorite tools and technologies for data exploration, business intelligence, and prediction.



System Interoperability

Connect systems with our native integration and interoperability features.



Management and Monitoring

Manage the database, security, backups, and configuration settings.


<https://docs.intersystems.com/>




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**InterSystems IRIS
Data Platform**
Version 2024.1

Previous releases




**InterSystems IRIS for
Health™**
Version 2024.1

Previous releases



**InterSystems TotalView
For Asset Management**
Version 2.4



**InterSystems Supply
Chain Orchestrator™**
Version 2024.1

Previous releases



Merci