



## At IntraLinks, we are all about service

***At IntraLinks we are committed to the success of your deal. Throughout the organisation, we have an in-depth knowledge of the M&A process. Our platform has facilitated every type of transaction, from auctions to negotiated sales. So whatever your process, we know how to get it done.***

When you are working on a transaction, you need to know that you'll have the best support. We are constantly investing in our service to take our capabilities to the next level. We now have more dedicated customer service staff, in more offices around the globe, than any other virtual dataroom provider. We can offer experienced support in all major business languages. All of which provides you with a true global support network whenever you need it, day or night.

With IntraLinks, superior service comes as standard:

### **Expert Project Management**

Our project managers are also consultants with extensive, hands-on M&A experience.

They'll help simplify the process, working closely with you to advise on your indexing, co-ordinate scanning and data upload, and develop an action plan to get your dataroom up and running. They'll provide training for you and your buyers, and they'll be part of your team throughout the engagement, ready to assist whenever you may need them.

### **Local Language Support**

We provide dedicated project management from the world's top business centres in multiple languages. So wherever you are based, you can be sure that our project managers will not only know your business but they will speak your language.

### **24/7/365**

When you're working on a deal, you work around the clock to get the job done – so do we. We offer 24/7/365 global service, support and training to all parties involved in your transaction, at any time, day

or night. Our service model follows the sun, which means that when the day ends in one region we hand over to our trained and experienced team in another part of the globe. You'll never reach a technical helpdesk manned by untrained, overnight personnel. If you need to speak to someone who knows about your deal, we make sure you can – you'll never be left to voicemail. Our flexible approach to service means that one of our dedicated support team will always be there to take your call.

### **Real-time Status Updates**

We realise that when you're working on an important transaction, you need to be monitoring it constantly. At IntraLinks we make sure that all our service personnel adopt an "always informed" approach to our clients. Whatever project or question our service team is working on for you, you'll always have a single point of contact and they'll be sure to let you know what's going on at every stage. System alerts will let you know when your data is received, compressed and, most importantly, quality checked. We keep you up to date at every step of the way.



**INTRALINKS®**

The workspace is virtual. The trust is real.™

## Why IntraLinks

IntraLinks® On-Demand Workspaces™ provide a secure, virtual environment where business communities can exchange sensitive, high-value information across enterprise boundaries. We work with you as trusted partners to help you transform and streamline your processes, improve overall efficiencies and reduce cycle times. So not only can you do business anytime, from anywhere – you can do it better.



## Superior Service Speaks for Itself

"IntraLinks' service was top notch. Using an online workspace for the first time can be a daunting process – particularly when you are uploading all of your most sensitive documents. We were grateful for the dedicated project manager assigned to our deal and the service team behind him. The training was part technical, part advice on best practice and part hand-holding as we got into the nitty-gritty of our deal. It's a real weight off your mind to know that the whole service team is right behind you."

– **Martin Reynard, Chief Operating Officer, Ocean Power Delivery**

"IntraLinks' customer service has been all the things that you think good customer service should be – helpful, proactive and knowledgeable."

– **Josef Moosholzer, Partner, TVM Capital**

"It was helpful to have project managers who have experience with the deal preparation process so that we could work together to find the most effective way to structure the index."

– **Warren Taylor, Nabarro Nathanson**

"Service could not have been better. I was very impressed throughout my interaction."

– **David Lockwood, SVP Operations, Genzyme Corporation**

"I've always received great customer service from IntraLinks."

– **Carl Shafer, Senior Vice President, JPMorgan Chase Bank, N.A.**

"Each and every call with the customer support team has been fabulous! I find them to be very, very helpful."

– **Toby Bishop, Assistant Vice President, Concentric Energy Advisors**

"One evening I locked myself out of the IntraLinks system. Customer care called immediately. I've never had this level of backup before. I'm a believer!"

– **Bruce Eaton, Vice President, Commerce Bank**

"The IntraLinks help desk is a great support tool. It is a truly 24/7 service and the service is quick and effective at any time of the day or night. I am constantly amazed at how helpful they are."

– **Jade Moore, Associate Director, Investor Relations, Terra Firma**

Since 1997, more than  
700,000 participants  
representing more than 80,000  
organisations worldwide have  
used IntraLinks On-Demand  
Workspaces to communicate  
and collaborate on thousands  
of projects and transactions.

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