

What the service is

PageTiger is a secure, cloud-based content creation and distribution service used by organisations to design, publish and measure interactive digital communications. The platform enables departments to produce branded documents, learning journeys, policy updates and employee communications without requiring design or development skills.

All content is accessed through a single link so employees always receive the most current version, and engagement can be tracked in real time.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Customer content is hosted in a secure UK environment with backups retained for disaster recovery purposes.

PageTiger maintains a business continuity and disaster recovery plan that sets out responsibilities, technical recovery steps and communication paths in the event of a service disruption.

Data is encrypted and all infrastructure is monitored continuously.

www.pagetiger.com/service-levels

Onboarding and offboarding support provision

We provide structured onboarding for all new customers.

This includes user setup, introductory training, access to documentation and guided support to help teams create their initial content.

Offboarding support includes removal of user access, provision of content exports where required and agreed, and secure deletion of customer data in line with contract terms and data retention policies.

Service constraints; maintenance windows or the level of customisation allowed

Routine platform maintenance is carried out during planned windows that are communicated in advance if downtime is expected.

The service allows configuration such as branding, templates and user permissions.

Core platform functionality cannot be customised beyond the published feature set to maintain security, stability and performance standards.

Service levels; performance, availability and support hours

Support is provided during business hours via online chat and email. Response times vary by severity. Critical issues receive an initial response within one-hour, major issues within one-hour, significant issues within four hours and minor issues within eight hours. All incidents are monitored until resolved and customers receive updates throughout.

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After sales support

All customers receive ongoing access to our UK based support team. Essentials Plus and Enterprise level customers receive a dedicated Customer Success Manager for proactive support, best practice guidance and regular reviews. Training, professional services and advanced support options are available depending on the customer tier.

Technical requirements

The service is cloud based and accessed via a modern web browser. No installation is required. Users need a stable internet connection and access to supported browsers such as Chrome, Edge or Safari. Content owners require permission-based access which is managed by the customer's administrator.

Outage and maintenance management

PageTiger monitors all systems continuously. Any unplanned outage is investigated immediately, with customers notified through our service channels. Planned maintenance is scheduled outside peak working hours wherever possible.

If maintenance is expected to exceed ten minutes, notification is provided at least one day in advance.

Following any incident we complete a review, document cause and implement preventative measures to protect continuity.

Access to data upon exit

Once your cancellation request is processed, all user licenses are deactivated, and all published documents are unpublished across your account group.

Subject to the terms of the agreement, all documents, assets, and analytics are irrevocably deleted. This means PageTiger does not retain your content after termination unless required by law.

You must submit the cancellation request at least 30 days before the subscription renewal date.

If there are regulatory or legal obligations (e.g., GDPR compliance), some data may be retained temporarily but will be secured and prevented from further processing until deletion is completed.