



# Ignite Platinum Support

Next Generation Support for Ignite Solutions



Ignite Platinum Support is designed for customers who are looking to get the most mileage out of their **Ignite Solution**. It delivers concierge-level service combined with a product experience that is otherwise typically available through more expensive professional services.

## Ignite Platinum. **Preventive, Personal and Always On.**



**Client Engagement Manager:** A Client Engagement Manager (CEM) is a designated support leader who ensures support works well for you, providing status reports, managing escalations, and proactively alerting you to expected issues around which support plans can be implemented. Your CEM ensures that our support fully meets your needs.



**Managed Upgrades:** For customers who are using our hosted or on premise versions of our software, save countless hours in test and troubleshooting by allowing our team of experts to upgrade your most complex or important instance of our software as often as once per year. Our rigorous process takes you from whatever version you are on at the time of request to our latest release, allowing you to enjoy the benefits of new version for a fraction of the cost you'd normally incur in an upgrade project.



**Solution Health Check:** Maximize your investment by allowing Ignite to analyze the quality and effectiveness of your software implementation, with a Solution Health Check customized for each of our products. Ensure your software is optimized with best practices provided through a process review that concludes with Ignite's expert recommendations.



**On-demand Training:** Just-in-time training to help maximize your overall impact. Easily induct new hires which means they spend less time training and more time producing. Get unlimited access to our on-demand training videos – and Platinum customers participate in the prioritization of future training topics.



**Always On Service:** VIP Treatment with highest level priority on all feature and support requests including local Platinum Hotline.

## Serious Savings for the Long Haul.

We offer the unique ability to lock in your maintenance and support pricing with no annual price increases for **one, three or five years**.

# Ignite Support Programs

Ignite is committed to offering support that delights our customers, no matter how big or small they are and no matter what Ignite product they are using. For those customers looking to get the most mileage out of their solutions, we recommend Ignite Platinum Support. This level of preventive, personal and “always on” support offers concierge-level service, combined with product support that other companies only offer through more expensive professional services.

CUSTOMER SUCCESS	STANDARD	GOLD	PLATINUM
Participation in Customer Success Program	✓	✓	✓
Participation in Ignite Prime Program	✓	✓	✓
PRODUCT DEVELOPMENT	STANDARD	GOLD	PLATINUM
Access to Hot-Fixes and Update Product Releases	✓	✓	✓
Access to Standard Edition Upgrades of Licensed Modules	-	✓	✓
CUSTOMER SUPPORT	STANDARD	GOLD	PLATINUM
Phone Support During Business Hours	✓	✓	✓
Support Chat Capability During Business Hours	✓	✓	✓
Web-Based Ticketing (# of tickets per year)	10	20	Unlimited
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
Support Availability (Hours x Days/Week)	8x5	8x5	24x7 for sev1
Guaranteed Response Time for Severity 1 Issues	-	24 hours	4 hours
Platinum Hotline	-	-	✓
Designated Client Engagement Manager	-	-	✓
PRODUCT EXPERIENCE	STANDARD	GOLD	PLATINUM
OnDemand Training	-	✓	✓
Managed Upgrades where Applicable	-	-	Annual
Solution Health Check Customized for each Solution	-	-	Annual

Valuable Products and Services. VIP Treatment. **Peace of Mind.**

Contact: [success@ignitetech.com](mailto:success@ignitetech.com)

