Ignite

OLIVE SOFTWARE

Ignite Customer Support Programs

Ignite

TECHNOLOGIES

Services to Support Your Success

Customer success is our #1 objective, and that's why we've created the Ignite Customer Support Programs.

Ignite's Platinum Support Program is the preferred option for our most active and demanding customers, as it contains the widest array of services and the highest prioritization for critical issue resolution. With Platinum, you'll receive industry leading support from experts in Ignite's support, services and engineering teams to ensure you get the most out of your Ignite solutions, as well as have access to global, always-on support for your most mission-critical solutions.

24x7, Always-On
Experience confidence knowing that Ignite technical experts are only a phone call away, when you need them most. Ignite support services staff are available for you all day, every day.

Highest Priority
Receive highest level priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For severity one issues, enjoy less than 60 minute response from a product expert through Ignite's support portal and real-time, immediate routing of your issue via phone.

Unlimited Support Access
Leverage unlimited support ticket counts for opening as many issues and asking as many questions as you need to raise each year.

Forever Upgrades
Maintain superior performance, stability and security of your Ignite solution through immediate access to all Generally Available upgrade releases of the Standard Edition product to which you're licensed. Upgrades are available during the life of your Support contract carrying you forward for years and years without the requirement of paying new license fees for new versions.

Ignite Prime & Prime Kickstart
Accelerate your use of Ignite's Prime program with Prime Kickstart Services. Ignite Prime is our program that provides access to tens of millions of dollars in enterprise software for free, for the life of your Ignite relationship. Prime Kickstart Services include an installation and configuration of a Prime-eligible solution. Refer to the Ignite Prime Solutions Catalog for a list of Prime solutions for which Kickstart services are available.

Test/QA Licenses
Ensure high quality, high stability releases with free test/QA licenses to mirror your production implementation.

Reduced Professional Services Fees
Enjoy a 15% discount on Professional Services contracted from the breadth of Ignite's consulting offerings: from new software implementations, integrations and customizations, to data analyses, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.

Get the support and service you need — anytime you need it.
Contact: success@ignitetech.com

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SUPPORT PLANS

SUPPORT ACCESS	STANDARD	GOLD	PLATINUM
Support availability (phone support hours)	Business Hours	Business Hours	24 X 7
Response time goals for severity 1 issues	24 hours	4 hours	<60 minutes
Web-based ticketing (# of tickets per year)	10	20	Unlimited
Case priority weighting for non-critical issues	1x	2x	4x
PRODUCT ACCESS	**STANDARD**	**GOLD**	**PLATINUM**
Hot Fix and Update releases to licensed product(s)	☑	☑	☑
Standard Edition Upgrade releases to licensed product(s)	–	☑	☑
Entitlement to Test/QA licenses	–	–	☑
SUCCESS BENEFITS	**STANDARD**	**GOLD**	**PLATINUM**
Participation in Ignite Prime Program	☑	☑	☑
Prime Kickstart Implementation Services	–	–	1 Small/Annually
Discount on Professional Services Fees	–	–	15%

Serious Savings for the Long Haul

Lock in your maintenance and support pricing with no annual price increase for one, three or five years.
Contact: success@ignitetech.com.

Olive Software

Ignite's Platinum Support Program is designed to deliver a higher value experience to include customized, professional services. That's why, in addition to the benefits outlined in Ignite's Platinum Support Program for all Ignite solutions, the following Olive Software solution-specific professional services are also included in our Platinum Support Program for Olive Software solutions.

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Solution Health Check	–	–	2x Per Year
Managed Upgrades	–	–	On Demand
Skin Configuration Management Services	–	–	On Demand

Solution Health Check

The Solution Health Check is a twice-per-year review that identifies opportunities for improving use of the platform and increasing solution value. It includes a review of your Olive ePublications, Olive mobile applications, advertising placements and site analytics. Recommendations are provided based on best practices identified through the Olive Software customer base and models for advertising effectiveness.

The detailed report to include review of:
- Audience engagement indicators, including usage trends and patterns within the Olive platform to determine opportunities for increasing engagement, and retention of existing readers.
- Olive mobile app installations, user trends and usage patterns compared to best practices to identify additional opportunities for increased mobile engagement, user reach and growth.
- Additional advertising opportunities including review of current ad placements and effectiveness to find increased opportunities for ad revenue growth.

Managed Upgrades

Our team of experts will develop and execute a customized project plan to upgrade your implementation to the latest Olive Software release.

During this process we will:
- Define required steps and specifications necessary to move to new product version ensuring smooth and easy upgrade transition.
- Test for any Olive configuration parameters required to move to new version.
- Upgrade all relevant Olive product modules in production so readers experience all new features and functions.

Skin Configuration Management Services

Our Skin Configuration Management Service enables you to focus on driving audience growth and engagement, leaving the administrative work of Olive skin updates to our team of experts.

Included in the service:
- Branding and color palette updates to enhance usability, look and feel of your ePublications.
- Updates to Site Rails and Table of Contents to improve usability, visibility and ease of use for readers.
- Update Ad positions within ePublications to optimize ad effectiveness and maximize revenue generation.
- Update button and toolbar layout positions.
- Update default view configurations for your ePublications on desktop, tablet, and mobile devices.
- Manage users in the OliveConnect portal.

To learn more about your specific benefits with Platinum Support, contact success@ignitetech.com.