

# Verdiem

## IGNITETECH CUSTOMER SUPPORT PROGRAMS

### *Services to Support Your Success*

Customer success is our #1 objective, and that's why we've created the IgniteTech Customer Support Programs, which we offer at Standard, Gold and Platinum service levels.

IgniteTech's Platinum Support Program is the best 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 IgniteTech's support, services and engineering teams to ensure you get the most out of your IgniteTech solutions, as well as have access to global, always-on support for your most mission-critical solutions.

### IGNITETECH PLATINUM

*Preventive, Personal and Always On.*

#### *Exclusive Benefits*

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#### **24x7, Always-On**

Experience confidence knowing that IgniteTech technical experts are only a phone call away when you need them most. IgniteTech support services staff are here for you all day, every day.

#### **Highest Priority and Quickest Access**

IgniteTech's Support team strives to deliver a 1-hour response from a product expert through IgniteTech's support portal, with Platinum adding direct support by phone as an additional channel.

#### **Unlimited Support Access**

As a Platinum customer, you benefit from unlimited support tickets for issues and how-to questions to provide the volume of assistance your organization requires.

#### **Solution Health Check**

Platinum customers are entitled to an annual Solution Health Check, a review of your solution implementation where we identify opportunities to improve the use of the platform and increase solution value.

#### **Access to Additional Consulting Services**

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in power management to increase your ROI and success with the solution.

# IGNITETECH CUSTOMER SUPPORT PROGRAMS

| 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        | 1 hour             |
| Web-based ticketing (# of tickets per year) | 12             | 24             | Unlimited          |
| Support Channel Access                      | Email & Web    | Email & Web    | Email, Web & Phone |

| PRODUCT ACCESS                                  | STANDARD | GOLD | PLATINUM |
|---|----------|------|----------|
| Hot Fix and Update releases                     | ✓        | ✓    | ✓        |
| Solution Health Check                           | -        | -    | ✓        |
| Access to IgniteTech's Industry Consulting Team | -        | -    | ✓        |

| SUCCESS BENEFITS                              | STANDARD | GOLD | PLATINUM |
|---|----------|------|----------|
| Participation in IgniteTech Unlimited Program | ✓        | ✓    | ✓        |



## *Platinum Services For* **VERDIEM**

IgniteTech'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 IgniteTech's Platinum Support Program for all IgniteTech solutions, the following Verdiem solution-specific professional services are also included in our Platinum Support Program for Verdiem customers.

### **Solution Health Check**

The Solution Health Check is an annual review that identifies opportunities for improving use of the platform and increasing solution value. It includes an audit of the product's current configuration to identify areas to optimize and enhance performance. Recommendations are provided based on the Verdiem customer base and industry best practices for power management.