

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

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.

OnSite/Inbox Adjustments

Platinum customers are entitled to 12 OnSite/Inbox adjustments per year, minimizing the amount of work needed to keep your content personalization engine running smoothly.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in content personalization to increase ROI and optimize engagement and conversion.

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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 AND SERVICES	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	✓	✓	✓
OnSite/Inbox Adjustments	2x/year	4x/year	12x/year
Access to IgniteTech's Industry Consulting Team	-	-	✓

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



Platinum Services For **OneSpot Solutions**

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 OneSpot solution specific professional services are also included in our Platinum Support Program for OneSpot customers.

OnSite/Inbox Adjustments

Platinum customers are entitled to 12 OnSite/Inbox adjustments per year, which includes requests for Unit, CTA, A/B Testing or Filtering adjustments. By allowing IgniteTech's experienced team to handle these adjustments for you, you will minimize the amount of work needed to keep your content personalization engine running smoothly and optimally for your audience.