

# Infer

## 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.

#### **Model Refresh Service**

IgniteTech experts are here to help ensure your Infer models are performing optimally for your business. Platinum customers can take advantage of unlimited on-demand model tune-ups and full rebuilds, ensuring lead scoring models adapt to subtle changes in the market and the sales process as frequently as needed.

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

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Lead Scoring to increase ROI and optimize lead segmentation and distribution.

# 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 AND SERVICES	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	☑	☑	☑
Model Refresh — Tune-Up	1X Per Year	1X Per Year	On Demand
Model Refresh — Full Rebuild	-	-	On Demand
Access to IgniteTech's Industry Consulting Team	-	-	☑

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

# Platinum Services For Infer 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 Infer solution specific professional services are also included in our Platinum Support Program for Infer customers.

SERVICES	STANDARD	GOLD	PLATINUM
Model Refresh — Tune-Up	1x Per Year	1x Per Year	<a href="#">On Demand</a>
Model Refresh — Full Rebuild	-	-	<a href="#">On Demand</a>

## Model Refresh Service

Model refreshes range from a basic tune-up to a full rebuild of your models.

### Tune-Up

A tune-up simply takes the existing lead scoring model and inputs recent data to fine-tune the model based on the most up-to-date information. The signals of your scoring model stay the same, but the weights of each signal change to reflect all available information.

### Full Rebuild

The next level supports your ongoing strategy updates for product lines, sales territories and go-to-market strategies. This is a full rebuild of the model that mirrors the initial onboarding process, where our data analyst experts will guide you through the process to create and train fresh models that best match your current requirements. This is most important for when you launch a new product or introduce a new target market you want to serve, where the signals of your scoring model change.