

## 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.

#### **Health Check**

Platinum customers can leverage IgniteTech experts to comprehensively audit your deployment and ensure that your ScaleArc appliance doesn't drift from its optimal state.

#### **Expert Services**

You get access to expert services for your entire database deployment (not just ScaleArc), including DB Cloud Migration, DB Scalability & Performance, Implementing High Availability, and DB Upgrades & Updates

#### **Managed Upgrade**

Our Solution Architect will execute your ScaleArc upgrade for you.

# 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	☑	☑	☑
Developer and API integration support	-	☑	☑
Version Upgrade Service	-	-	☑
On-Prem to Cloud migration service	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

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



## *Platinum Services For* **FOGBUGZ**

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

### **Developer and API Integration Support**

We support your efforts to customize FogBugz and integrate it with your other software.

### **Version Upgrade Service**

We upgrade your instance of FogBugz to the latest version.

### **On-Prem to Cloud Migration Service**

We migrate your On-Prem FogBugz instance to the Cloud.