

# Computron

## 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.

#### **Workflow Automation Design & Updates**

With this service, IgniteTech reviews your Computron usage and designs workflows that reduce processing delays and data entry errors.

#### **Optimize & Update Form Design**

Platinum customers are also entitled to a review and update of your forms — to reduce data entry errors and average completion time.

#### **Managed Upgrade**

Our team will upgrade your Computron instance to the latest version to ensure platform currency and activate maintenance and feature updates.

# 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	☑	☑	☑
Workflow Automation Design & Updates	-	-	☑
Optimize & Update Form Design	-	-	☑
Managed Upgrade	-	-	☑

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



## *Platinum Services For* **COMPUTRON**

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

### **Workflow Automation Design & Updates**

Our team will recommend, design and implement automated workflows that remove manual entry, improve data accuracy and shorten critical cycle times. Several examples that improve cash conversion and reduce manual employee time include:

- Accounts Payable (Vendor invoice processing)
- Accounts Receivable (Invoice creation, approval & collections)
- Journal Review & Approval

### **Optimize & Update Form Design**

Our team of experts will review and update your forms to reduce data entry errors and average completion time. Combined with the Workflow Automation service, we'll optimize forms to automatically kick off automations when appropriate. Our team will:

- Enforce mandatory fields and implement data validation.
- Combine all important data fields of your business workflow into just one tab and initiate workflows from form submission where applicable.
- Eliminate unnecessary fields with autofill.

### **Managed Upgrade**

It's important to keep Computron updated to avoid security risks caused by out-of-maintenance software (such as operating systems, databases or browsers). Our team will upgrade your Computron instance to the latest version to ensure platform currency and activate maintenance and feature updates. This does not include customizations.