

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.

Managed Upgrades

Platinum subscription customers stay current and up-to-date with the IgniteTech Services team available to provide 1 upgrade to the most current release of Gensym G2 each year at no additional cost.

Included Licenses

All Platinum customers get access to Gensym's library of Prebuilt Applications, plus Bridges and Development Licenses, at no additional cost.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Expert Systems to ensure that your mission-critical processes run smoothly, efficiently and profitably.

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	☑	☑	☑
Prebuilt Applications included	-	-	☑
Bridges included	-	-	☑
1 Managed Upgrade per year included	-	-	☑
Development Licenses included	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

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



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

Prebuilt Applications

You get full access to our library of prebuilt applications which can be layered onto your Gensym instance, helping to reduce the amount of development work needed to get up and running and for ongoing operation.

Bridges

Bridges allow Gensym to communicate with machines, databases and other software. Platinum includes access to Bridges at no additional fee.

Managed Upgrades

This annual service for subscription customers is a guided upgrade from your current version of G2 to the most recent software version. Save countless hours of testing and troubleshooting by having IgniteTech's team of experts upgrade your complex and important G2 instances. IgniteTech engineers employ best practices to seamlessly conduct the upgrade with minimal impact to your system, team and business operations.

We perform the upgrade as well as help ensure configurations and settings are migrated across to the new edition of the software, delivering the benefits of a new version without the cost and time you'd incur through in-house executed upgrade project implementation.

Development Licenses

Test application changes in a sandbox environment to avoid risking downtimes or glitches that may occur by testing in a live production environment.