BiznessApps

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.

Premium Features

Use multiple languages in the same app as well as options to securely sign documents in your app.

App/Website Design & iOS Publishing

Platinum customers are entitled to app and website design and iOS publishing services.

Reviews Campaign

We prompt app users to review your business and ensure the positive reviews get published, while you get a chance to handle the negative ones.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in dynamic content to increase ROI and optimize topic-relevant feeds.

IGNITETECH

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	⊘	⊘	⊘
Premium Features	–	⊘	⊘
App/Website Design & iOS Publishing	add'l fee	add'l fee	⊘
Reviews Campaign	add'l fee	add'l fee	⊘
Access to IgniteTech's Industry Consulting Team	–	–	⊘

SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in IgniteTech Unlimited Program	⊘	⊘	⊘

Platinum Services For
BIZNESSAPPS

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

Premium Features

- **Signature:** Users can quickly and securely sign documents within your app.
- **Multiple Languages:** You have the freedom to use a single app in multiple countries or in any situation where your users speak different languages. Choose up to five languages, enter your content into the CMS in those languages and voila!

App Design & iOS Publishing

Our designers create a mobile app for your client using graphics that convey their brand identity. Plus, Platinum customers get iOS Submissions and iOS App Update submissions included.

Website Design

Get ramped up quickly with a website design for your new company.

Reviews Campaign

Take control of your online reputation and get your business to the top of search results by boosting reviews. We prompt app users to review your business and ensure the positive reviews get published online, while you get a chance to handle the negative ones.