Placeable

IgniteTech Customer Support Programs

Services to Support Your Success

SUPPORT ACCESS	STANDARD	GOLD	PLATINUM
Support availability (phone support hours)	–	Business Hours	–
Response time goals for severity 1 issues	–	4 hours	–
Web-based ticketing (# of tickets per year)	–	24	–
Support Channel Access	–	Email & Web	–

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	–	⊘	–
Participation in IgniteTech Unlimited Program	–	⊘	–
Customer Success Program	–	⊘	–

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