

Auto-Trol

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.

Automated Quality Control Program

We will help you implement automated rule checks that enforce your company's quality rules, improving the quality of your illustration work.

Quick Action Concierge Service

The Quick Action Concierge works with each team member to find and customize the most useful Quick Actions from our library of over 6,000.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Technical Illustration to ensure you can efficiently deliver technical documents with streamlined creation, configuration and management.

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	☑	☑	☑
Automated Quality Control Program	-	-	☑
Quick Action Concierge Service	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

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



Platinum Services For **AUTO-TROL**

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

Automated Quality Control Program

Auto-Trol has the ability to automatically check for quality problems in open illustrations.

The Auto-Trol team has assembled best practice rules based on decades of experience. We will help you implement these automated rule checks as well as your own custom company quality rules, improving the quality of your illustration work.

Examples include:

- Enforcing standardized illustration orientations
- Ensuring non-overlap for longest internationalized text
- Enforcing title block and layout standards (style guide)

Quick Action Concierge Service

Tech Illustrator has the most advanced automation engine in the industry. We call each automation a Quick Action.

Your Quick Action Concierge works with each team member to identify and customize the most useful Quick Actions from our library of over 6,000.

- We start with a simple order form of our top 25 most commonly used Quick Actions. Each illustrator selects which they think would be beneficial for them, and we implement those Quick Actions into Auto-Trol for you.
- Your concierge will invite you to a 1:1 30-minute "Watch You Draw" session, where you'll create a sample illustration from your industry (or a relevant generic item if confidentiality is a concern). From there, we can implement Quick Actions that simplify the illustration process based on our observations of your workflow.
- Quarterly, your concierge will hold a 30-minute success call with your whole team of illustrators. On that call, we will discuss illustration errors or difficult tasks, ask what your illustrators specifically need, and update your teams' Quick Action library to prevent further recurrence of any issues discussed.