

# Everest

## 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.

#### **Managed Upgrade**

Platinum includes a managed upgrade to ensure you stay on the latest version of Everest.

#### **Everest Automation Configuration**

Unlock the value of Everest features you may not be currently using via automation.

#### **Annual Performance Tune-Up**

We work with you to define new reporting that will help you continue to optimize your business.

#### **Access to Additional Consulting Services**

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Enterprise Resource Planning (ERP) to ensure you are optimizing your automations and integrations.

# 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	✓	✓	✓
Managed Upgrade	-	-	✓
Everest Automation Configuration	-	-	✓
Annual Performance Tune-Up	-	-	✓
Access to IgniteTech's Industry Consulting Team	-	-	✓

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



# Platinum Services For **EVEREST**

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

## **Managed Upgrade**

Our team will upgrade your Everest installation to the latest version and work with you to validate and update any Everest customizations with the new version.

## **Everest Automation Configuration**

The Everest Automation Configuration service streamlines your operations while unlocking the value of Everest features you may not be currently using. With Platinum, each year you get to choose from one of the following services:

1. **Configure the Automated Purchases module** to capture low-stock notification events and trigger automatic generation & dispatching of purchase orders to vendors.
2. Our team will **configure Everest's integration with Starship** for your business's shipping process, allowing for package tracking & notifications for your customers across all major providers (UPS, FedEx, USPS, DHL, and more).
3. Ensure you're using the latest capabilities of CRM Studio. We'll **configure CRM Studio events** to allow you to:
  - send modern, user-friendly email statements to customers with outstanding balances.
  - send confirmation emails when orders come in and auto-send invoices when they're issued.

## **Annual Performance Tune-Up**

We will audit your Everest implementation to review & optimize performance. Improved Everest performance means improved speed to make better and faster decisions, so this is a critical service to find and fix any potential issues.