

Acorn

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

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in the Activity-Based Costing industry to ensure your financial models are yielding the profitability measurements and actionable insights your organization depends on.

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	☑	☑	☑
1 Managed Upgrade per year included	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

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



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

Managed Upgrades

This annual service is a guided upgrade from your current version of PA5G to the most recent software version. The streamlined process has four stages:

- **Survey:** Information and specifications on your deployment are collected via customer questionnaire and through discussions with your system administrators.
- **Analysis and Preparation:** A technical analysis of the upgrade is developed, and key inputs (e.g., documents, reports, coded scripts with stored procedures, sample input time-period data, etc.) are collected and validated, followed by documentation of model design, AUC/ETL processes, DB sizing, HW sizing, and validation of PA5G calculation and cube processing.
- **Testing:** The actual upgrade is deployed on a test/UAT environment with customer-provided models. Upgrade is validated using test cases created from customer use cases and IgniteTech best practices.
- **Deployment:** Upon upgrade completion and validation by the UAT upgrade team, system is handed over to customer for further testing, validation and confirmation. After customer sign off, implementation is promoted to production.