

School Loop Plus

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.

50 Free School Websites

Access to School Loop Standard is included for Platinum School Loop Plus customers to provide ADA-compliant school & district websites.

Parent & Student Helpdesk Support

We handle customer support inquiries from parents and students for Platinum customers.

Free Elementary License

For every Secondary school license Platinum customers get an Elementary school license.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Education Content Management to help you get more value from the data logs that you collect.

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	✓	✓	✓
Free School Websites	–	5 sites	50 sites
Parent & Student Helpdesk Support	–	–	✓
Free Elementary License (per Secondary License)	–	–	✓
Access to IgniteTech's Industry Consulting Team	–	–	✓

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



Platinum Services For **SCHOOL LOOP PLUS**

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

50 Free School Websites

Platinum entitles you to up to 50 sites on School Loop Standard. School Loop Standard is a specialized CMS to publish school & district websites. It is certified to help users author ADA-compliant content, a feature which is a requirement for public schools.

Parent & Student Helpdesk Support

We handle customer support inquiries from parents and students, saving the equivalent of a full-time employee for most school districts. Parents and students require constant help for simple things as account access, how-to, etc. For Platinum customers, your website will link to our Helpdesk where they can open a support ticket or chat with a live agent.

Free Elementary License

With every Secondary school license purchased, districts get a license for use in an Elementary school of their choice. While the LMS portal is not common in the elementary stage, it is still valuable to use to communicate with parents. These complimentary licenses will help you communicate with all parents across your district.