

School Loop Standard

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.

ADA Fixes & Compliance Changes

Platinum customers can leverage IgniteTech experts to analyze site health results and fix ADA issues for all your school district websites.

Graphics, Styles & HTML Updates

You provide the design, and we will execute it for you. You get the benefits of updated branding without the hard work of implementing it.

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	✓	✓	✓
ADA Fixes & Compliance Changes (up to 50 sites)	–	–	✓
Graphics, Styles & HTML Updates (up to 50 sites)	–	–	✓
Access to IgniteTech's Industry Consulting Team	–	–	✓

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



Platinum Services For **SCHOOL LOOP STANDARD**

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

ADA Fixes & Compliance Changes

We will keep your School Loop websites ADA-compliant to ensure accessibility and prevent lawsuits. We will analyze the site health results and fix ADA issues for up to 50 school district websites.

Graphics, Styles & HTML Updates

We will help with web design to refresh content, change layout, apply new color & font styles, ensure mobile friendly, etc. without you having to utilize internal resources. Avoid the high cost and time required for a formal purchasing process to engage an outside consultant. We will make complex web edits such as layout changes, graphic placements, redesign, coloring and font changes for up to 50 sites.