

# Ignite Customer Support Programs

## Services to Support Your Success

Customer success is our #1 objective, and that's why we've created the Ignite Customer Support Programs, which we offer at Standard, Gold and Platinum service levels.

Ignite's Platinum Support Program is the preferred 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 Ignite's support, services and engineering teams to ensure you get the most out of your Ignite solutions, as well as have access to global, always-on support for your most mission-critical solutions.

### Ignite Platinum

Preventive, Personal and Always On.

#### Exclusive Benefits

##### 24x7, Always-On

Experience confidence knowing that Ignite technical experts are only a phone call away when you need them most. Ignite support services staff are available for you all day, every day.

##### Highest Priority

Receive highest-level priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For severity one issues, enjoy less than 60-minute response from a product expert through Ignite's support portal and real-time, immediate routing of your issue via phone.

##### Ignite Prime & Prime Kickstart

Accelerate your use of Ignite's Prime program with Prime Kickstart Services. Ignite Prime is our program that provides access to tens of millions of dollars in enterprise software for free, for the life of your Ignite relationship. Prime Kickstart Services include an installation and configuration of a Prime-eligible solution. Refer to the Ignite Prime Solutions Catalog for a list of Prime solutions for which Kickstart services are available.

##### Unlimited Support Access

Leverage unlimited support ticket counts for opening as many issues and asking as many questions as you need to raise each year.

##### Forever Upgrades

Maintain superior performance, stability and security of your Ignite solution through immediate access to all Generally Available upgrade releases of the Standard Edition product to which you're licensed. Upgrades are available during the life of your Support contract carrying you forward for years and years without the requirement of paying new license fees for new versions.

##### Reduced Professional Services Fees

Enjoy a 15% discount on Professional Services contracted from the breadth of Ignite's consulting offerings: from new software implementations, integrations and customizations, to data analysis, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.



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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	<60 minutes
Web-based ticketing (# of tickets per year)	10	20	Unlimited
Case priority weighting for non-critical issues	1x	2x	4x
PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases to licensed product(s)	☑	☑	☑
Standard Edition Upgrade releases to licensed product(s)	-	☑	☑
SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in Ignite Prime Program	☑	☑	☑
Prime Kickstart Implementation Services	-	-	1 Small/Annually
Discount on Professional Services Fees	-	-	15%

### Serious Savings for the Long Haul

To learn more about your benefits, please visit us at [www.ignitetechnology.com/services](http://www.ignitetechnology.com/services)



**Additional Platinum Services For**

# Gensym Solutions

Ignite’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 Ignite’s Platinum Support Program for all Ignite solutions, the following Gensym solution specific professional services are also included in our Platinum Support Program for Gensym customers.

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Managed Upgrades	-	-	Annually
Test/QA Licenses	-	-	✓

### Managed Upgrades

Save countless hours of testing and troubleshooting by having Ignite's team of experts upgrade your most complex and important G2 instances. Our rigorous annual process is conducted by Ignite engineers who employ best practices to seamlessly conduct the upgrade, with minimal impact to your system, team and business operations.

We perform the upgrade, as well as help ensure configurations and settings are migrated across to the new edition of the software, delivering the benefits of a new version without the cost and time you'd incur through in-house executed upgrade project implementation.

### Test/QA Licenses

A key platinum benefit is the inclusion of licenses for testing and quality assurance. With the Test/QA licenses, customers can ensure high quality, high stability releases with free test/QA licenses to mirror your production implementation.

