

Ignite Customer Support Programs

SUPPORT ACCESS	STANDARD	GOLD	PLATINUM
Support availability (phone support hours)	-	Business Hours	-
Response time goals for severity 1 issues	-	4 hours	-
Web-based ticketing (# of tickets per year)	-	20	-
Case priority weighting for non-critical issues	-	2x	-
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	-	-	-
Discount on Professional Services Fees	-	-	-

Serious Savings for the Long Haul

To learn more about your benefits, please visit us at www.ignitetechnology.com/services

