

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 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 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 and Quickest Access

Ignite's Support team strives to deliver a 1-hour response from a product expert through Ignite'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 Ignite Services team available to provide one upgrade to the most current release of Olive each year at no additional cost.

Solution Health Check

Platinum customers are entitled to an annual Solution Health Check, a review of your solution implementation that identifies opportunities to improve performance and increase solution value.

Skin Configuration Management

Our Skin Configuration Management Service enables you to focus on driving audience growth and engagement, leaving the administrative work of Olive skin updates to our team of experts.

Access to Additional Consulting Services

Platinum customers have exclusive access to Ignite's stable of expert consultants in the Publishing industry to ensure your team is maximizing the value of your digital publication.



Ignite 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	-	-	✓
Solution Health Check	-	-	✓
Skin Configuration Management	-	-	✓
Access to Ignite's Industry Consulting Team	-	-	✓

SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in Ignite Prime Unlimited Program	✓	✓	✓
Customer Success Program	✓	✓	✓



Platinum Services For

Olive Software 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 Olive Software solution specific professional services are also included in our Platinum Support Program for Olive Software customers.

Solution Health Check

The Solution Health Check is an annual that identifies opportunities for improving use of the platform and increasing solution value. It includes a review of your Olive ePublications, Olive mobile applications, advertising placements and site analytics. Recommendations are provided based on best practices identified through the Olive Software customer base and models for advertising effectiveness.

The detailed report includes review of:

- Audience engagement indicators, including usage trends and patterns within the Olive platform to determine opportunities for increasing engagement and retention of existing readers
- Olive mobile app installations, user trends and usage patterns compared to best practices to identify additional opportunities for increased mobile engagement, user reach and growth
- Additional advertising opportunities including review of current ad placements and effectiveness to find increased opportunities for ad revenue growth

Managed Upgrade

Our team of experts will develop and execute a customized project plan to upgrade your implementation to the latest Olive Software release.

During this process we will:

- Define required steps and specifications necessary to move to new product version ensuring smooth and easy transition
- Test for any Olive configuration parameters required to move to new version
- Upgrade all relevant Olive product modules in production so readers experience all new features and functions

Skin Configuration Management

Our Skin Configuration Management Service enables you to focus on driving audience growth and engagement, leaving the administrative work of Olive skin updates to our team of experts.

Included in the service:

- Branding and color palette updates to enhance usability, look and feel of your ePublications
- Updates to Site Rails and Table of Contents to improve usability, visibility and ease of use for readers
- Update ad positions within ePublications to optimize ad effectiveness and maximize revenue generation
- Update button and toolbar layout positions
- Update default view configurations for your ePublications on desktop, tablet and mobile devices
- Manage users in the OliveConnect portal

