

Introduction

At Ignite, we have always worked closely with our customers to develop solutions that meet their needs. The Ignite User Group allows our customers to influence future product direction and provides the opportunity to participate in educational conferences. In effect, you become part of the Ignite team, joining with other users to influence future development. The Ignite User Group provides an open forum for you to exchange ideas with Ignite and with each other. The user group meetings allow the opportunity for an open dialogue with Ignite's senior management, product managers, and engineering teams. These meetings also provide an important networking opportunity for mentoring and communication between the users themselves. Ignite's user group is led and managed by an executive team, composed of four members elected by the users and a liaison appointed by Ignite. The Ignite User Group is open to all licensed users of Ignite products.



User Group Benefits

The Ignite User Group seeks to improve the experience of every Ignite customer through these objectives:

- Exchange ideas, techniques, and information on how to better utilize existing products and plan for future product enhancements and implementations
- Participate in regular user group meetings to facilitate open dialogue with Ignite's senior management, product managers, and engineering
- Provide an open forum between Ignite and the user group members to share concerns and discuss pertinent product issues
- Disseminate current functional and technical information on Ignite products, as well as the direction of future product development
- Support educational conferences for the exchange of information, experience, and concepts related to the use of Ignite products and services

Design Committees

Design committees within the user group provide a critical link between Ignite and its customers, as well as a forum for users with common interests and business needs to communicate with each other to share experiences and advice with their peers. Communication with Ignite is bi-directional and affords the member users the ability to present ranked enhancement recommendations. In turn, Ignite provides status information on these enhancement recommendations.

Ignite may also utilize the knowledge of the members by requesting feedback on product updates (which could be in the form of documents or product demos), requesting requirements for enhancements, or determining interest in certain market trends and/or direction.

User Group Meetings

The Ignite User Group meets annually in person to discuss general issues and enhancements. Other general Ignite User Group meetings are conducted by phone on an as-needed basis.

The annual Ignite User Group meeting covers industry topics and information on the latest Ignite releases. This conference is open to Ignite Alliance Partners as well as Ignite customers. The conference portion of the meeting is followed by meetings for Ignite User Group members only and includes design committee sessions.

Design committee conference calls are held on a quarterly as well as an as-needed basis. Any scheduled conference calls are announced via email to the Ignite User Group email distribution list.

Membership Eligibility

Membership may be granted to any end-user licensee of Ignite's software or Ignite Alliance Partner who agrees to support the purposes and activities of the Ignite User Group and to abide by the charter.

Additional Information

For additional information on joining the Ignite User Group, please send an email to info@ignitetech.com.