

# Ignite Platinum Support

## Customer Escalation Managers for Ignite Solutions

### Personal Service that Includes *a Team of Customer Escalation Managers.*

Technology is great and logging tickets in the on-line support portal is fine — most of the time. But sometimes you need a direct connection to a team of real human beings who ensure support works well for you. And not just any team, but a team who knows you and understands your issues. Well, the wait is over. Meet your new team of **Customer Escalation Managers.**

As part of Ignite's Platinum Support, customers have designated Customer Escalation Managers (CEMs) who will make support communications with you and your organization a priority. Your CEM team will drive focus on your issues in two key ways:

- Your Customer Escalation Managers are your on-demand lifeline for support issue escalations. If you are not seeing the progress you expect, you merely submit an escalation request for an immediate CEM review. Your CEM team will jump into action at your request to understand and remove the roadblocks that are impeding progress. Your CEMs will monitor the escalated issue to resolution and ensure you know what we are doing along the way.
- Each month, your Customer Escalation Managers will lead a support status review call providing you with a status update on each of your open tickets. Your CEM team members will also ensure we have your feedback on issues that were recently resolved and if an issue isn't moving fast enough, reset our priorities based on your needs.

### How to escalate a support issue

1. Upgrade to Ignite Platinum Support by contacting us at [success@ignitetechnology.com](mailto:success@ignitetechnology.com)
2. Request an escalation in one of two ways:
  - a. Log a request in the support ticket that you would like to speak to a CEM team member regarding the issue.
  - b. Send an email to any CEM team member with the ticket number and relevant details.
3. A Customer Escalation Manager will set up a meeting to review your issue and develop an action plan for the team to resolve it.
4. Leave the rest to us. Our support engineering team will reprioritize their efforts to meet your needs.

Immediate escalation and monthly support status reviews are designed to strengthen your Ignite experience and ensure you are receiving the level of support you deserve.



Upgrade to Platinum and meet your team of Customer Escalation Managers today!

Get Ignite Platinum Support today. Contact [success@ignitetechnology.com](mailto:success@ignitetechnology.com)