

# Ignite Prime Program **FAQ**

## **Q: What is Ignite Prime?**

**A.** Ignite Prime is an innovative customer retention program providing Enterprise License Agreement (ELA) access to a robust catalog of Ignite’s software solutions, enabling customers to accelerate their digital transformation initiatives on unprecedented, customer-friendly economic terms.

Customers leverage Ignite Prime to:

- 1) Enhance current solutions: By adding complementary software capabilities into their implementation of existing Ignite solutions
- 2) Add new capabilities: By introducing altogether new enterprise software solutions into their organization
- 3) Reduce current cost: By replacing existing, paid software solutions with comparable Ignite products

The new capabilities provided through the Ignite Prime program are “Powered by Prime.”

## **Q. What products are Prime-eligible and are offered via the Ignite Prime Program?**

**A.** The current list of Ignite Prime solutions is included in the [Ignite Prime Solutions Catalog](#). The list of Ignite Prime-eligible solutions grows with every Ignite acquisition, and we will update the Prime Solutions Catalog on the website as we continue to expand the program.

## **Q. How many licenses are included with Prime?**

**A.** Via the Prime program, customers with an active Ignite contract can consume an amount of each solution in the Prime catalog equal to the full annual value of their paid agreement. A customer’s current Ignite contract determines the available Prime dollars (a/k/a Prime budget) for each of the solutions a customer may procure via Ignite Prime.

For example, a customer with an existing \$100,000 per year Ignite license and support or support contract, may access up to \$100,000 worth of each solution annually in the Prime Solutions catalog at no additional cost. With a catalog of 14 different solutions, the \$100,000 per year customer has \$1,500,000 of value potential and our Customer Success Managers are reviewed weekly in how well they are helping customers utilize that value!

The minimum Prime budget available to all eligible customers is \$25,000 annually, regardless of your current annual contract value.

## **Q. Is this a promotional/short-term offer?**

**A.** No. This is not a trial or a short-term offer. The benefits of Prime are available as long as the customer remains active with Ignite at a minimum annual fee equal to or greater than their current contract value.

**Q. What level of support is included with the Prime solution?**

**A.** Customers are able to select either Standard or Gold Support for their Prime solution, based on customer preference and within the customer's available Prime budget. Platinum support is available for an additional fee. Customers should reach out to their Ignite Customer Success Manager for details on Platinum support pricing for a specific Prime solution.

**Q: What does the process look like?**

**A.** This the high-level workflow:

- 1) Ignite jointly identifies solutions of interest with the customer matching the customer's business needs and priorities to Ignite's Prime catalog of solutions.
- 2) Ignite engages with stakeholders in the customer's business to confirm fit and functionality.
- 3) The customer's stakeholders decide which Ignite solution(s) to acquire (for free!)
- 4) The scope and price for any requested implementation services are confirmed and agreed.
- 5) A Prime quotation and/or Professional Services Agreement is completed and agreed.
- 6) Should the customer not already have the Prime program terms addendum within their current Master agreement, the Prime quotation will include the Prime program terms.
- 7) The implementation work plan is delivered.
- 8) The Prime solution goes live, progressing the customer's digital transformation.

**Q: What are the implementation requirements for installing a new Ignite Prime solution?**

**A.** Customers can implement the solution or take advantage of Ignite's Prime Kickstart Services. To accelerate the use of Ignite's Prime program, Prime Kickstart Services are available in small, medium and large packages for most of the Prime-eligible products and include installation and configuration.

Kickstart services are delivered by Ignite's world-class Professional Services organization. For customers with an existing Platinum Support Services contract, one small KickStart Services package for one Prime solution is included annually as a benefit in your Platinum Support Services program. For Ignite customers with Standard and Gold Support Services contracts, Kickstart Services are provided for an additional fee via a services contract addendum to your existing Ignite contract.

**Ignite Prime is subject-to-change without notice.**  
Current program details are available at [www.ignitetech.com/prime](http://www.ignitetech.com/prime)

**June 2019**