Ignite OBJECTSTORE

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.
Ignite's Platinum Support Program is the preferred 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
Receive highest-level priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For severity one issues, enjoy less than 60-minute response from a product expert through Ignite's support portal and real-time, immediate routing of your issue via phone.

Unlimited Support Access
Leverage unlimited support ticket counts for opening as many issues and asking as many questions as you need to raise each year.

Forever Upgrades
Maintain superior performance, stability and security of your Ignite solution through immediate access to all Generally Available upgrade releases of the Standard Edition product to which you're licensed. Upgrades are available during the life of your Support contract carrying you forward for years and years without the requirement of paying new license fees for new versions.

Ignite Prime & Prime Kickstart
Accelerate your use of Ignite's Prime program with Prime Kickstart Services. Ignite Prime is our program that provides access to tens of millions of dollars in enterprise software for free, for the life of your Ignite relationship. Prime Kickstart Services include an installation and configuration of a Prime-eligible solution. Refer to the Ignite Prime Solutions Catalog for a list of Prime solutions for which Kickstart services are available.

Test/QA Licenses
Ensure high quality, high stability releases with free test/QA licenses to mirror your production implementation.

Reduced Professional Services Fees
Enjoy a 15% discount on Professional Services contracted from the breadth of Ignite's consulting offerings: from new software implementations, integrations and customizations, to data analysis, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.

Open Escrow
Customers who value extensibility and customization beyond the scope of Ignite's standard release path can strike their own path forward at whatever pace and in whatever direction best aligns to their unique business needs. Open Escrow is a source code-unlocked version to which customers can subscribe with rights to create and run derivative works.

Solution Healthcheck
The Solution Health Check is an assessment of your implementation with a report analyzing the overall effectiveness of your solution to meet your objectives. This review helps surface trends or changes in your business flagging opportunities to evolve your implementation.

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	<60 minutes
Web-based ticketing (# of tickets per year)	10	20	Unlimited
Case priority weighting for non-critical issues	1x	2x	4x
PRODUCT ACCESS	**STANDARD**	**GOLD**	**PLATINUM**
Hot Fix and Update releases to licensed product(s)	✓	✓	✓
Standard Edition Upgrade releases to licensed product(s)	–	✓	✓
Entitlement to Test/QA licenses	–	–	✓
SUCCESS BENEFITS	**STANDARD**	**GOLD**	**PLATINUM**
Participation in Ignite Prime Program	✓	✓	✓
Prime Kickstart Implementation Services	–	–	1 Small/Annually
Discount on Professional Services Fees	–	–	15%
Leverage Open Escrow Program	–	–	✓
Implementation Analyzed via Solution Health Check	–	–	1x/Annually

Additional Platinum Services

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 ObjectStore solution–specific professional services are also included in our Platinum Support Program for ObjectStore solutions.

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Managed Upgrades	–	–	Annually
Solution Health Check	–	–	Annually

Serious Savings for the Long Haul

To learn more about your specific benefits with Platinum Support, please, reach out to your Customer Success Manager or contact us for more information. Lock in your maintenance and support pricing with no annual price increase for one, three or five years.