

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 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.

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.

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.

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.



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)	-	☑	☑
SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in Ignite Prime Program	☑	☑	
Prime Kickstart Implementation Services	-	-	1 Small/Annually
Discount on Professional Services Fees	-	-	15%

Serious Savings for the Long Haul

To learn more about your benefits, please visit us at www.ignitetechnology.com/services



Additional Platinum Services For

Firm85 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 Firm85 solution specific professional services are also included in our Platinum Support Program for Firm85 customers.

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Custom Reports	-	-	

Custom Reports

Custom Reports is a valuable service for our Platinum customers that allows the customer to request, as needed, on demand custom reports to get more value out of your Firm58 implementation. Our team of experts will work closely with you to understand the needs then, define, develop and implement the custom reports you need. This Service can be used to address use cases such as the following:

- **Compliance:** Our team of experts will work with you to define, build and deliver the critical reports you need - ensuring that you are compliant against all statutory and regulatory requirements
- **Profitability Analysis:** We will work directly with you to design, develop and implement custom reports to help you test and validate assumptions by conducting well scoped out what-if analysis, allowing you the ability to optimize trade costs, non-trade costs and your pricing to maximize revenue and profits
- **Business Intelligence:** Our team of experts will engage with you to help you support business decisions, such as identifying key products and services that are making money or losing money. Help isolate profitable and unprofitable customers.

Our experts will work with you to determine your reporting needs and ensure that we deliver the right custom report relevant to your needs. On Demand Reporting Service is limited to requests that can be served via single or dual table data extracts, and constrained by the existing schema definitions of the underlying databases.

