

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.



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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

FirstRain

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

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Solution Health Check	-	-	2x Per Year

Solution Health Check

Summary

The SHC is designed to allow the customer to get the most value out of their existing entitlements.

For FirstRain following value can be realized through SHC:

- Get highly relevant content coverage by tuning our backend system to incorporate new companies, people and trending topics that may not be covered by the system already
- Customer can save administrative overhead and cost by delegating the responsibility of adding, deleting and updating of the shared channels to an Ignite trained data analyst
- Get improved accuracy of the results in your channels and analytics panels by leveraging best-practices from our analysts in keyword identification, topic curation and filter setups to surface most relevant content from across the web

Detail:

FirstRain Solution Health Check (SHC) is bi-annual service that is designed to ensure that the customer gets the most out of its overall solution implementation of FirstRain.

The core focus of SHC is on enhancing the content corpus (i.e. Content Augmentation) to tune it further meet customer’s needs and ensure that the platform is appropriately configured with appropriate shared channels for accounts and trending topics that are filtered appropriately for regions, people, sources, keywords (i.e. Channel Management). The key objective for all these updates is to ensure that the end-users are getting the most relevant curation of news for their personal needs.

The service further adds value by eliminating the administrative overhead by providing timely maintenance of the solution such that the information is relevant for the teams (e.g. Sales and Marketing functions) that are using them, and that it is accessible across different channels with high utilization within the organization. If requested usage/utilization reports can be easily provided.

As part of Content Augmentation, customers are not only entitled to request new data models representing new companies, people and/or trending industry topics but also updates and fine refinements to the existing models of existing companies, people and industry topics that are already encoded and leveraged by the system for daily curation of news.

As part of Channel Management, customers can take advantage of the expertise of seasoned FirstRain data analysts who can help refine the existing implementation of FirstRain by creating better search criterias and filters, (for keywords, trending topics, people and companies) and enabling enhanced topic coverage for shared channels. These channels could be focusing on special accounts or topics that you would want uniformly exposed to a larger audience

The process of Content Augmentation and Channel Management is driven through a highly structured review of requirements through simple questionnaires and interviews at the onset of the service

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