

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.ignitetech.com/services



Additional Platinum Services For

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

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Special Event & Crises News Briefs	-	-	On Demand
Media Influencer Report	-	-	Quarterly
Executive Readership Report	-	-	Quarterly

Special Event & Crises News Briefs

Breaking news doesn’t wait for the next day’s executive news brief. Organizations across industries experience periods of higher than-average news volumes — times where C-Suite executives need to be kept up-to-date on the media’s coverage of an industry event, a crisis situation, or a new corporate announcement.

With the Special News Brief Reports offered through Synoptos Platinum Services, your communications team can supplement daily news briefs with up to 10 event-driven news briefs delivered throughout your annual contract period upon request.

Consider how Special News Brief Reports can inform your team:

- **Industry events** — major conferences and industry tradeshows produce a lot of news, and if your competition is making major announcements, it pays to be in-the-know and see how much media coverage they’re receiving and how it may change market realities.
- **Crisis situations** — when a crisis hits your organization, the communications team becomes a critical component of the response. Knowing when and where media reports are occurring helps your team measure the response, public sentiment, and address misinformation.
- **Earnings reports** — for publicly traded companies, quarterly earnings reports are huge, well-orchestrated events. The Synoptos team aggregates special earnings reports that only cover earnings news about you and your impact on the industry, giving your team and executives a near real-time snapshot of coverage.
- **Product rollouts / Marketing campaigns** — did your organization just launch a new product or service? Or have you just launched an ad that you’re hoping goes viral? A Special News Brief Report can tell your team how much media coverage your launch is receiving, giving you quick access to assess public reception.

As a part of our Platinum Services, Special News Brief Reports can be requested at a moment’s notice — our team will get to work aggregating the news that’s critical for you at the moment, turning around a comprehensive look at the issues that are important to you.

Media Influencer Report

You are already receiving and reading your Executive News Brief, but do you have a good understanding of which media sources are generating the most influence within that content? The Media Influencer report provides a snapshot of the Top 10 media contributors that have the most relevance within the daily News Brief report over the last 90 days. Our analysts will include key information about each Media Influencer to provide additional insights to help drive targeted engagement and communication strategies.

Executive Readership Report

Available only through Synoptos Platinum Services, Executive Readership Reports dig into the minutiae, providing you with readership insights (open rates, article clicks, most-popular content and keywords) that help better tailor news brief content to high-priority recipients and action-oriented departments. Want to see how your C-Suite is consuming the daily brief? Our data shows that C-level executives read daily news briefs up to 30 percent more than other staff members. Executive Readership Reports reveal what news is most-critical to these key positions, as well as who’s reading the brief regularly — and who is not. Optional title and department labels within our distribution lists also allow Executive Reports to segment readership stats by departments or teams for further insights into how various focus groups consume each day’s news.

