

# Auto-Trol

## IgniteTech Customer Support Programs

### *Services to Support Your Success*

Customer success is our #1 objective, and that's why we've created the IgniteTech Customer Support Programs, which we offer at Standard, Gold and Platinum service levels.

IgniteTech's Platinum Support Program is the best 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 IgniteTech's support, services and engineering teams to ensure you get the most out of your IgniteTech solutions, as well as have access to global, always-on support for your most mission-critical solutions.

### **IGNITETECH PLATINUM**

*Preventive, Personal and Always On.*

#### *Exclusive Benefits*

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#### **24x7, Always-On**

Experience confidence knowing that IgniteTech technical experts are only a phone call away when you need them most. IgniteTech support services staff are available for you all day, every day.

#### **Highest Priority and Quickest Access**

IgniteTech's Support team strives to deliver a 1-hour response from a product expert through IgniteTech's support portal, with Platinum adding direct support by phone as an additional channel.

#### **Unlimited Support Access**

As a Platinum customer, you benefit from unlimited support tickets for issues and how-to questions to provide the volume of assistance your organization requires.

#### **SDK Access**

Platinum customers have access to the powerful Auto-Trol TI software development kit (SDK). This extends your ability to customize and automate processes, allowing your engineers to focus on the core work rather than the process around it.

#### **Access to Additional Consulting Services**

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Technical Illustration to ensure you can efficiently deliver technical documents with streamlined creation, configuration and management.

# IgniteTech 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	1 hour
Web-based ticketing (# of tickets per year)	12	24	Unlimited
Support Channel Access	Email & Web	Email & Web	Email, Web & Phone

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	☑	☑	☑
SDK Access	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in IgniteTech Unlimited Program	☑	☑	☑
Customer Success Program	☑	☑	☑



# Platinum Services For Auto-Trol Solutions

IgniteTech'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 IgniteTech's Platinum Support Program for all IgniteTech solutions, the following Auto-Trol solution specific professional services are also included in our Platinum Support Program for Auto-Trol customers.

## **SDK Access**

Auto-Trol TI is highly customizable software. In order to reach the full potential of Auto-Trol TI, many of our customers leverage automation and process optimization through rich SDK tools.

These tools give your team access to development modules that engineers and R&D staff can use to extend your Auto-Trol TI functionalities. You will be able to implement your own extensions, enable automation and better accommodate your process requirements.

In addition to standard process optimization tools such as Quick Access Macros, the SDK access enabled by our Platinum offering enhances Auto-Trol TI beyond simple task improvements. Your team will be able to develop tools that will interact with internal TI interfaces, providing you with the ability to develop sophisticated GUIs that allow your engineers to focus on the core work rather than the process around it.

The SDK includes components such as:

- Internal Access SDK
- Graphic Development Kit – EA
- Plug-in Software Development Kit
- Objex and AGL