

EPM Live

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

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.

EPM Live University

Platinum customers have access to EPM Live University, an extensive training content knowledgebase that helps end-users and administrators extract maximum value from the platform.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Project Management to ensure you are optimizing your work management and resource allocation portfolio-wide.

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 | ☑ | ☑ | ☑ |
| Access to EPM Live University | - | - | ☑ |
| Access to IgniteTech’s Industry Consulting Team | - | - | ☑ |

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



Platinum Services For EPM Live 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 EPM Live solution specific professional services are also included in our Platinum Support Program for EPM Live customers.

EPM Live University

EPM Live University an extensive training content knowledgebase that helps end-users and administrators extract maximum value from the platform. The service includes video courses and exams organized into learning paths to guide users through the important features of the EPM Live platform for their user role, ensuring consistent and easy onboarding for all users.