Firm58

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.

Custom Reporting

Platinum customers are entitled to custom reporting, where our team of experts will work closely with you to develop custom reports for compliance, profitability analysis, business intelligence and more.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Fintech Trade Operations to ensure you are optimizing profitability while maintaining compliance.

IGNITETECH™

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	⊘	⊘	⊘
Custom Reporting	–	–	⊘
Access to IgniteTech's Industry Consulting Team	–	–	⊘

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

Firm58 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 Firm58 solution specific professional services are also included in our Platinum Support Program for Firm58 customers.

Custom Reporting

Custom Reporting is a Platinum-exclusive service that allows you to request on-demand custom reports* as needed to maximize the value of your Firm58 implementation. Our team of experts will work closely with you to define, build and deliver custom reports tailored to your needs. This service addresses use cases such as:

- **Compliance**: Ensure compliance with all statutory and regulatory requirements.
- **Profitability Analysis:** Test and validate assumptions by conducting what-if analyses to optimize trade costs, non-trade costs and pricing for maximum revenue and profits.
- **Business Intelligence:** Support business decisions with data by identifying key products and services making and losing money, helping you to isolate profitable and unprofitable customers.

No matter the use case, we work closely with you to deliver custom reports relevant to your needs.

*On-demand reporting is limited to requests that can be served via single or dual table extracts and constrained by the existing schema definitions of the underlying databases.