Customer FAQS
Ignite Prime

- **Q: What is Ignite Prime?**
  A: Ignite Prime is a benefit program for our customers which provides you with FREE access to Ignite's valuable portfolio of proven solutions, including a Standard License and Gold Support, for any Prime-eligible product. No strings attached—no charges for either the Standard License or Gold Support.

- **Q. Is this a promotional / short-term offer?**
  A. This is not a trial or short-term offer – the offer applies as long as you remain with Ignite and under contract for at least one paid solution.

- **Q: Why is Ignite offering Prime?**
  A: A key part of our corporate mission is "100% Customer Success". The Ignite Prime benefit is one way we bring that to life. Ignite Prime will generate significant benefits for our customers, enhancing our relationship together, by offering substantial savings by eliminating or avoiding fees on legacy applications our solutions could replace.

- **Q: How can you afford to do it for free?**
  A: We already make a range of investments in our business with the aim of achieving 100% Customer Success. We believe that Prime and the benefits it delivers enhances the return on investment you receive, ensuring we continue to have a long-term, mutually beneficial relationship.

- **Q. Can I cancel a current Ignite solution and then get it for free?**
  A. To qualify for Prime, you must be under paid contract for at least one other Ignite solution. In addition, the new solution must be incremental to your current Ignite solution set. Therefore, you cannot cancel a current Ignite solution and then receive it for free.

- **Q: Who from my organization should be involved in reviewing the possibilities to use the Prime benefits?**
  A: There are three key stakeholder groups we'll potentially need to engage:
    – You (and potentially your senior team), who gain by highlighting this program within your company;
    – Your procurement department, which will find "free" an compelling benefit, and
    – Prospective users of Prime solutions, who will confirm fitness for purpose and help us with context and implementation.

- **Q: What does the process look like?**
  A: This the high-level workflow:
    – We jointly identify solutions of interest to you based on matching your business needs and priorities to our portfolio. Please use the "Solutions Inventory" form found on our website at http://ignitetech.com/prime
    – Ignite engages with stakeholders in your business to confirm fit and functionality
    – Your stakeholders decide which Ignite solution(s) to acquire (for free)
    – Terms & Conditions and the implementation work plan are agreed
    – The implementation work plan is executed
    – Your company goes live with your free software

- **Q: What are the implementation, resource, and timing requirements for installing a solution?**
  A: The overall requirements will flushed out in the workflow (see answer above). They will broadly be a function of the solution(s) selected and your operating context.

- **Q: This sounds great, but my team is already too busy with other projects to actually swap out a legacy product or implement new technology. Can Ignite help?**
  A: Yes, Ignite's Professional Services organization offers "Startup Packs" which provide initial installation of the selected Ignite Prime product(s). This does not include data conversion, or customization but is intended to bring the product up to a state where your team can begin to work with the product. This is a completely optional offering that is available as needed.

- **Q: What solutions are available in Ignite Prime?**
  A: The Ignite Prime solutions are all listed on our web site at http://ignitetech.com/prime. The list of Ignite Prime solutions grows with every acquisition by Ignite so please reference that page for the most current information.

- **Q: Are all of the solutions included in Ignite Prime currently in use?**
  A: Yes, the solutions available in Ignite Prime are in active use with existing customers.

- **Q: What will we need to sign to access Ignite Prime?**
  A: The good news is as an existing Ignite customer, you are already enrolled in the Ignite Prime program! For each solution, we will use a Prime-specific Terms & Conditions document which will cover all mutual commitments and requirements. It will be treated as an addendum to our existing contract.

- **Q: Do your competitors offer something like Ignite Prime?**
  A: We're not aware of any competitors which offer free access to such a broad portfolio of solutions. And, unlike so many industry offers, this benefit is focused on our existing customers, not on net new customers. And, it's not a short-term offer.

- **Q: Will the Standard License and Gold Support be sufficient for my business?**
  A: It is for many customers, and especially if you're doing a swap for an existing legacy product it very well could be. The Ignite team is happy to review the various factors with your team.

- **Q: Are you hoping to upsell us to a different version over time?**
  A: We are happy to provide the free Standard License and Gold Support as a way of continuing to deliver value to your business. For many solutions we do offer both enhanced versions of the software (called "Enterprise Editions") and additional tiers in our support program. But these are fully optional and at your discretion at all times.

- **Q: What does Gold Support provide?**
  A: Please see our Support summary sheet located at http://ignitetech.com/services/support for a complete list of what's included and optional support offerings.

- **Q: This sounds amazing—almost too good to be true! How do I get started?**
  A: We understand that having access to millions of dollars of enterprise software for your use for FREE is a revolutionary concept, but it is very real and our way of building on our existing relationship. You can get started by contacting your account manager directly, or emailing prime@ignitetech.com with any questions.