



# Ignite Customer Support Programs

Services to Support Your Success



## Services to Support Your Success

Customer success is our #1 objective, and that's why we've created the Ignite Customer Support Programs.

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.

### **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.

### **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, including the initial training you need to start using it immediately. Refer to the Ignite Prime Solutions Catalog for a list of Prime solutions for which Kickstart services are available.

### **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 analyses, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.

### **Unlimited Test/QA and Developer Licenses**

Deliver organization-wide benefit by reducing software development risks, time and costs with access to unlimited licenses for all your quality assurance and development projects.

### **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.

### **Executive Sponsor**

Have a designated Ignite senior executive as a sponsor, including participation in an annual Customer Success meeting to ensure Ignite's understanding of your needs and alignment to your success.

Get the support and service you need — anytime you need it.

Contact: [success@ignitetech.com](mailto:success@ignitetech.com)

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## SUPPORT PLANS

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)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Standard Edition Upgrade releases to licensed product(s)	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Entitlement to test/QA licenses	-	-	Unlimited
Entitlement to developer licenses	-	-	Unlimited
SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in Ignite Prime Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Prime Kickstart Implementation Service	-	-	Annual
Discount on Professional Services Fees	-	-	15%
Designated Executive Sponsor	-	-	<input checked="" type="checkbox"/>

## Serious Savings for the Long Haul

Lock in your maintenance and support pricing with no annual price increase for one, three or five years. Contact: [success@ignitetech.com](mailto:success@ignitetech.com).



## Additional Platinum Services for Placeable Customers

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

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Reporting	–	–	✓
Basic SEO Tuning	–	–	✓
Solution Health Check	–	–	✓

### Reporting

It's important to keep your finger on the pulse of your organization's marketing and sales efforts. Ignite's Platinum Support Team can provide custom reporting and analytics based on your listings and syndication management, to inform your next steps and increase Placeable's impact on your business goals.

### Basic SEO Tuning

Monitoring the distribution of your brand or product/service message is a key to engaging with your customers and understanding the impact of your marketing across channels. Our Local Services team will work to help recommend and implement actions and milestone checks such as auditing third-party sites (Google, Facebook, etc.) outside of Workbench data to identify incorrect listings, duplicate listings and closed locations.

The strength of proximity advertising and strong local sales performance is highly dependent on your digital strategy. Placeable's Basic SEO service enables customers to find your nearest location, review and engage with your local landing page, and receive the information that they need to visit and engage with your locations. Local landing pages can be customized promotions, important information specific to store, even store front images. It is a local touch at a national scale. We continue our SEO tuning by pulling rankings on targeted keywords for priority markets, updating styles and images, tracking number of results/page, and providing recommendations for improving your organic search results.

### Solution Health Check

The Solution Health Check for Placeable is a marketing audit to evaluate your deployment based on the dimensions that calculate a National-Local Index:

- **Visibility:** A visibility score translates into convert-ability (i.e. foot traffic or Web traffic) of location pages
- **Accuracy:** An accuracy score of location data
- **Depth:** A depth score of location data (i.e. precision of location data - pin spread)
- **Reach:** Analyzes the reach of data within different directories and provides concrete recommendations

To learn more about your specific benefits with Platinum Support

Contact: [success@ignitetech.com](mailto:success@ignitetech.com)