# OneSCM

# 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 here 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.

### Fraud Detection

The Fraud Detection service uses machine learning (ML) to provide recommendations for your "manage by exception rules" and retroactively identify high-risk deviations not found by current rules.

### Full-Service Maintenance

Platinum customers are entitled to our Full-Service Maintenance program, where our experts find and address areas of performance improvement.

### Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert supply chain consultants to help maximize the value of your supply chain orchestration.

**IGNITE**TECH™

# 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 AND SERVICES | STANDARD | GOLD | PLATINUM |
|---|---|---|---|
| Hot Fix and Update releases | ⊘ | ⊘ | ⊘ |
| Fraud Detection | – | – | ⊘ |
| Full-Service Maintenance | – | – | ⊘ |
| Access to IgniteTech's Industry Consulting Team | – | – | ⊘ |

| SUCCESS BENEFITS | STANDARD | GOLD | PLATINUM |
|---|---|---|---|
| Participation in IgniteTech Unlimited Program | ⊘ | ⊘ | ⊘ |

IGNITETECH

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

## Fraud Detection

We will train Machine Learning (ML) models to review your ERP system's invoices and POs to identify potential fraud. During each review, you'll receive:

- Recommendations for updates to your "management by exception rules" to capture the right activities for manual review
- A target list for retroactive review of high-risk deviations not captured by current rules
- A newly trained or updated fraud detection ML model customized to your business

## Full-Service Maintenance

We take an expert deep-dive into your OneSCM implementation end-to-end to find and address areas of improvement.

- Performance tuning of database queries, stored procedures, and garbage collection
- Run detailed diagnostics against product logs to find and resolve any lurking issues
- Detail and polish end-user user workflows