

GoMembers

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.

Member, Customer & Donor Management

Platinum customers are entitled to the Member, Customer and Donor Management service, where we help you optimize your fundraising campaigns.

Event Management

We help you manage events by performing important tasks in GoMembers for you.

Billing & Payment Management

We set up validation to prevent data entry errors and clean up existing data.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in association management to increase your ROI and success with the solution.

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	☑	☑	☑
Member, Customer and Donor Management	-	-	☑
Event Management	-	-	☑
Billing and Payment Management	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in IgniteTech Unlimited Program	☑	☑	☑



Platinum Services For **GOMEMBERS**

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

Member, Customer and Donor Management

As your fundraising campaign and membership drive concierge, we'll coach you to:

- Create cohorts for fundraising and communication campaigns in GoMembers grouped by donation frequency, size and timing
- Set up rules and timing for each cohort's fundraising and member nurture campaigns
- Optimize server availability so websites don't crash during busy campaigns
- Track email campaign responses so you can measure results
- Align campaign donations with your accounting workflows

Event Management

As your event planning concierge, we:

- Create events in GoMembers
- Link your events calendar to your content management system
- Set up exhibitor and vendor workflows including payments, invoicing, and reminders to staff
- Track event registrations through forms and ticketing
- Integrate sponsorship and ticket payments with your accounting workflows

Billing and Payment Management

As your data engineer, we:

- Maintain data integrations for accounting software updates and new systems in your accounting workflow
- Automate data validation for manual entry points
- Manage year-end validation tasks
- Find and resolve duplicate entries and documents, data feed issues and stale contacts