

## 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**

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##### **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.

##### **Platinum Services**

Platinum customers are entitled to several additional services to help ensure performance. These services include Full Service Maintenance and Compliance Audit Assistance.

##### **Access to Additional Consulting Services**

Platinum customers have exclusive access to IgniteTech's stable of expert consultants 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	Web	Web	Web & Phone

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	✓	✓	✓
Full Service Maintenance	–	–	✓
Compliance Audit Assistance	–	–	✓
Access to IgniteTech’s Industry Consulting Team	–	–	✓

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



## *Platinum Services For*

# **NUVIEW**

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

### **Full Service Maintenance**

Our experts provide best practice recommendations to optimize NuView by conducting a performance review to identify any knowledge gaps on the customer side. Keeping NuView updated is essential to continuously remain compliant on states and federal tax regulation changes.

Managed upgrades also catch and fix any software bugs. We will help you migrate to the latest version of NuView, keeping all the presets and customized forms/processes in place. We make sure you don't lose any data or customized solutions within NuView, ensuring a smooth transition to the most current technology.

### **Compliance Audit Assistance**

Staying in compliance is crucial to avoid incurring costly penalties. We facilitate this process by gathering and compiling requested reports from NuView specifically for audits. Additionally, we conduct a 3rd-Party Integration Review and data integrity check, while also providing tax updates and verifying tax forms.