

# StreetSmart

## 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.

#### **Data Pattern Analysis & Insights**

IgniteTech's StreetSmart experts bring experience from hundreds of installations to compare and benchmark your field force data against industry best practices. With this service, we'll spot trends & create valuable insights from the large quantity of data collected and suggest corrective action.

#### **Optimize & Update Form Design**

Our team will review StreetSmart form data to identify incomplete or missing fields and form logic to spot behavior patterns and identify areas to improve. Over the span of a quarter, new policies and reporting procedures may have been implemented, and this service will ensure your data collection process stays current.

# 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	✓	✓	✓
Data Pattern Analysis & Insights	-	-	✓
Optimize & Update Form Design	-	-	✓

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



# Platinum Services For **STREETSMART**

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

## **StreetSmart Data Pattern Analysis & Insights**

IgniteTech's StreetSmart experts bring experience from hundreds of installations to compare and benchmark your field force data against industry best practices. With this service, we'll spot trends and create valuable insights from the large quantity of data collected and suggest corrective action.

We'll also create and update custom reports as needed to compare field force team members. These efforts applied on an iterative basis hone the efficiency of your team and improve overall customer satisfaction with your field force team.

Examples of these insights include:

- Top-Third, Middle-Third, Bottom-Third Analysis
  - Time to complete maintenance work
  - Job completion rate
  - Customer satisfaction rate
  - Schedule compliance
- Reported Mileage Vs. Recommended Routes

## **Optimize & Update Form Design**

Our team will review StreetSmart form data to identify incomplete or missing fields and form logic to spot behavior patterns and identify areas to improve. Over the span of a quarter, new policies and reporting procedures may have been implemented, and this service will ensure your data collection process stays current.

Example fixes include:

- Replacing date fields with date pickers instead of text fields
- Replacing freeform text fields for dropdown menus when there are only certain possible values
- Ensuring the correct fields are required / not required
- Removing fields that can be inferred from time / location data instead of being manually filled out
- Adding validation to form fields to reduce rejections and incorrect/incomplete data