

ScaleArc

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.

Platinum Services

Platinum customers are entitled to several additional services to help ensure performance. These services include Health Checks, Expert Services, Managed Upgrades and Standby Support.

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	✓	✓	✓
Health Check	-	-	✓
Expert Services	-	-	✓
Managed ScaleArc Upgrades	-	-	✓
Standby Support	-	-	✓
Access to IgniteTech's Industry consulting team	-	-	✓

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

Platinum Services For

SCALEARC

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

Health Check

A ScaleArc Solution Architect will execute a health check audit with summary report of your existing deployment to ensure your ScaleArc instance is optimally running with recommended best practices.

- Right-Size & Consolidate Cluster Definitions.
- Performance Improvements.
- Optimize Configurations.
- High Availability Readiness.

Expert Services

A ScaleArc expert will work with you to implement complex change management in the following areas.

- DB Cloud Migration.
- DB Scalability & Performance.
- Implementing High Availability.
- DB Upgrades & Updates.

Managed Upgrade

A ScaleArc Solution Architect will execute your upgrade for you, which is especially helpful if your staff has changed or you need extra hands during periodic refreshes of infrastructure.

Standby Support

A ScaleArc Solution Architect can be requested in advance to be on standby to oversee mission critical change management and/or critical business events. Having a specialist by your side can give you the confidence and peace of mind you need for such critical events.