

# Tradebeam

## 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 System Optimization, Supplier Onboarding and Industry Benchmark Reports.

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

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

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	✓	✓	✓
System Optimization	-	-	✓
Supplier Onboarding	-	-	✓
Industry Benchmark Report	-	-	✓
Access to IgniteTech's Industry Consulting Team	-	-	✓

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



## *Platinum Services For*

# **TRADEBEAM**

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

### **System Optimization**

Our experts perform a system assessment including a review of your system configurations, workflows, and integrations. Additionally, a business process review is conducted to ensure your allocation methods match your business. We also review and configure performance monitoring to ensure that your systems continue to meet your needs over time.

### **Supplier Onboarding**

As you interchange suppliers, you must update your application and license configuration, and onboard new users. We will:

- Set up new suppliers in your Console.
- Ensure that all your suppliers have an updated version of Tradebeam, and update them where needed.
- Set up your supplier rating.
- New user onboarding session with a Tradebeam expert.

### **Industry Benchmark Report**

We provide you with a quarterly of your SCM forecasting and supplier performance in comparison to your industry to deliver a benchmark report.