

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 Jive Services

Platinum customers are entitled to a host of additional services to help keep their Jive instance optimized.

These services, detailed below, include Community Management Best Practice Concierge, Driving Adoption with Gamification (Cloud only), Content Curation Service, Community Hygiene, Improve Expert Discoverability, Community Management Certification Program, Technical health-check and performance tuning (HOP only), and Managed upgrades (HOP only).

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 hrs	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
Certification program	-	-	✓
Community Management Best Practice Concierge	-	Library Access Only	✓
Driving Adoption with Gamification (Cloud only)	-	Library Access Only	✓
Content Curation Service	-	-	✓
Community Hygiene	-	-	✓
Improve Expert Discoverability	-	-	✓
Technical health-check and performance tuning (HOP only)	-	-	✓
Managed upgrades (HOP only)	-	-	✓

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



Platinum Services For Jive

Community Management Best Practice Concierge

This quarterly service will include an analysis and identification of proven community management play that are most suited to your community.

As part of this service, we will provide:

- An execution plan to deploy the selected play in your community
- Mentoring during execution (1:1 office hours - up to weekly when needed)
- Access to a library containing successful community management plays.

Driving Adoption with Gamification (Cloud only)

A Jive expert will provide an assessment and recommendation for a gamification boost (a special quest, a challenge and other boosts) twice a year.

As part of this service, we will provide:

- An execution plan to execute the play
- Mentoring during execution (1:1 office hours - up to weekly when needed)
- Access to a library containing successful quests and challenges.

Content Curation Service

A series of external content feeds are curated by us on topics of interest that can be plugged into Jive as RSS feeds. The library of feeds is dynamic and will grow over time.

Community Hygiene

Our team carries out an analysis to identify duplicate content, content that should be expired, unused places, and groups.

We will also provide reports showing suggestions for content archival, content deletion, space closing. Once approved by you, we will help clean this content automatically.

Improve Expert Discoverability

We carry out an analysis of user profiles in the platform to identify ways for company experts to improve their discoverability. The outcome will include sending email recommendations to people on how to improve their profile in order to improve their discoverability (such as add skill x to your profile, join group y as you're an expert on this topic). A report with the recommendations will then be sent to the community manager.

Community Management Certification Program

We will help provide a new community manager certification, refresher training and we will help train the trainer which includes building employee training and education programs.



Platinum Services For Jive

Technical health-check and performance tuning (HOP only)

A Jive expert will provide an assessment of your deployment along with a report with recommendations to optimize your deployments technical performance.

We will also provide guidance on infrastructure/hardware-sizing, system configuration, software optimization, DB indexing and upgrade recommendations.

Managed upgrades (HOP only)

Our experts will upgrade Jive core to the latest version and provide consultation for customization upgrades when needed.

As part of this service, we will provide:

- ① Upgrades from very old versions of the product.
- ② We will upgrade not just one instance of the product, but up to 3 instances.
- ③ We will even upgrade your own customizations of the product to the new version. We won't support or maintain your own customizations in the new version, just as we did not support or maintain them in the prior version. However, we will:
 - a. Notify you of any issues with those customizations upon upgrade so that you can address them.
 - b. Offer a separate professional services engagement if you would like us to fix and manage those customizations.