

## 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 Managed Metadata, Approval Workflow Automation and Managed Consolidation.

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

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in power 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	✓	✓	✓
Managed Metadata	-	-	✓
Approval Workflow Automation	-	-	✓
Managed Consolidation	-	-	✓
Access to IgniteTech's Industry Consulting Team	-	-	✓

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



## *Platinum Services For*

# **XINET**

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

### **Managed Metadata**

We manually check and update the tags of assets managed in Xinet. Our team of experts optimize your metadata database schema to improve search performance.

### **Approval Workflow Automation**

We set up and review approval workflows with your team, and automate the enforcement of metadata rules into asset addition and approval workflows. Each quarter, we review workflows with your team to adjust and update automation.

### **Managed Consolidation**

We diagnose any areas where Xinet might be missing assets and assist your team in recovering missing assets and adding them to Xinet. We optimize your database and asset storage structures to prepare them for moving to the cloud.