

# Ignite Platinum Support

## Platinum Experience Manager for Ignite Solutions

### Personal Service that Includes an *Actual Person*.

Technology is great and logging tickets in the on-line support portal is fine — most of the time. But sometimes you need a direct connection to a real human being. And not just anyone, but someone who knows you and understands your issues. Well, the wait is over. Meet your new **Platinum Experience Manager**.

As part of Ignite's Platinum Support, customers are assigned a Platinum Experience Manager (PEM) who will make support communications with you and your organization a priority. Your PEM will drive focus on your issues in two key ways:

- Your Platinum Experience Manager is your on-demand lifeline for support issue escalations. If you are not seeing the progress you expect, you merely submit an escalation request for an immediate PEM review. Your PEM will jump into action at your request to understand and remove the roadblocks that are impeding progress. Your PEM will monitor the escalated issue to resolution and ensure you know what we are doing along the way.
- Each month, your Platinum Experience Manager will lead a support status review call providing you with a status update on each of your open tickets. Your PEM will also ensure we have your feedback on issues that were recently resolved and if an issue isn't moving fast enough, reset our priorities based on your needs.

### How to escalate a support issue

1. Upgrade to Ignite Platinum Support by contacting us at [success@ignitetech.com](mailto:success@ignitetech.com)
2. Request an escalation in one of two ways:
  - a. Log a request in the support ticket that you would like to speak to your PEM regarding the issue.
  - b. Send an email to your Platinum Experience Manager with the ticket number and relevant details.
3. Your Platinum Experience Manager will set up a meeting to review your issue and develop an action plan for the team to resolve it.
4. Leave the rest to us. Our support engineering team will reprioritize their efforts to meet your needs.

Immediate escalation and monthly support status reviews are designed to strengthen your Ignite experience and ensure you are receiving the level of support you deserve.



Upgrade to Platinum and meet your Platinum Experience Manager today!

Get Ignite Platinum Support today. Contact [success@ignitetech.com](mailto:success@ignitetech.com)