

# Ignite Platinum Support

## Solution Health Check Service for Ignite Solutions

**“An Ounce of Prevention is Worth a Pound of Cure.” — Benjamin Franklin**

At Ignite we believe that a little preventative effort today can go a long way towards avoiding issues tomorrow. It is with that in mind that our Platinum Support program includes an annual service to check the health of your Ignite solution. Allow us to review and analyze not only the technology aspects but also the business processes. You'll gain peace of mind and greater insight into how to maximize your investment.

Our product experts review and analyze your Ignite implementation resulting in a Solution Health Report. This key deliverable reveals areas that need improvement along with detailed recommendations to ensure optimization through best practices.

### **Solution Health Check: 3 Stage Framework:**

- 1. Review** — Review your Ignite implementation with specific concentration on client deployment, settings and rules to find and isolate key issues and areas of improvement.
- 2. Profile** — Profile your deployment to identify and understand the potential factors of the underlying areas of concern.
- 3. Recommend** — Recommend corrective actions that could be taken in order to address areas of concern with a context of best practices identified across Ignite customers.

Your final deliverable will be a Solution Health Report which encompasses information from all four steps and reaffirms recommendations.

### **How it works**

1. Upgrade to Ignite Platinum Support by contacting us at [success@ignitetechnology.com](mailto:success@ignitetechnology.com)
2. Request an annual Solution Health Check in one of two ways:
  - a) Call your exclusive Platinum Support VIP hotline.
  - b) Log a request on our support portal.
3. Your Platinum Experience Manager will schedule a kick-off meeting with our collective teams, during which we will outline our requirements for accessing your solution.
4. We will complete our set of checks and analyses that culminate in recommendations to ensure your solution stays healthy into the future.

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