

# DNN Evoq

## 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 Website Services**

Platinum customers are entitled to a host of additional services to help keep your site running with optimal security, performance and SEO. These services, detailed below, include Penetration Testing, Managed Upgrades and the Evoq Page Load Booster service.

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

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in Content Management to help you optimize network device configuration, backup and security.



# 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	Email & Web	Email & Web	Email, Web & Phone
PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	☑	☑	☑
Penetration Testing Service	-	-	☑
Managed Upgrade Service	-	-	☑
Evoq Page Load Booster	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑
SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in IgniteTech Unlimited Program	☑	☑	☑
Customer Success Program	☑	☑	☑



## Platinum Services For **DNN Evoq**

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

### **Penetration Testing Service**

We coordinate with a trusted 3rd-party firm to perform pentesting on your DNN instance and provide certification on your site's security.

### **Managed Upgrade Service**

We take over the hard work of upgrading your DNN instance to the latest version for faster, easier upgrades.

### **Evoq Page Load Booster**

We'll configure Evoq-specific settings that optimize loading time of pages, including compression of JavaScript & CSS, caching of static pages, optimization of scheduled tasks based on peak traffic, cleanup of unused extensions and fixes for application errors.