

Ignify eCommerce

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International:

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Support Plans

All Support plans are annual plans and renew on the contract anniversary date.

Support Plan	Fees
Enhancement with Support (Mandatory for the first year) <ul style="list-style-type: none">- Access to upgrades for new features for purchased modules- Access to upgrades for integration with latest version of the ERP- Access to any security patches, service packs- Support for 25 incidents for issues logged into the support portal or sent via email or called into our support line	25% of license fees
Enhancement Only <ul style="list-style-type: none">- Access to upgrades for new features for purchased modules- Access to upgrades for integration with latest version of the ERP- Access to any security patches, service packs- Discounted pricing for support issues logged into the support portal, email, or phone.	16% of license Fees \$300 per support incident
No Plan	\$950 per support incident

A customer may discontinue support after the first year. A back pay of missed enhancement fees + lapsed fee penalty is enforced for rejoining under a support plan and a 3 year commitment is required to come back under support once support is lapsed.



Business Process and Integration
Data Management Solutions
ISV/Software Solutions
Microsoft Business Solutions

