

# Ignify eCommerce

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## Support Plans

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

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

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.



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