# Finally, a CTRM solution that grows with you

**Pricing Fact Sheet** 

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For start-ups to large trading firms, why pay for more than you need?



"IGNITE has experience working with similar size companies that are in high growth mode like ours, and understands the critical importance of real-time position management and reporting."

### Kenneth Kong, Risk Manager, Alvari Group

FUELING THE POWER TO TRADE

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"Being a small trading and distribution company, primarily dealing in biodiesel and middle distillates, it's important that we're profitable, protected from risks, and able to effectively meet the needs of our clients. IGNITE's credit risk support is crucial to our continued growth and success."

Hugh Kingston CEO, 7 Seas B.V.

"IGNITE is a forward-thinking ETRM company. They have created a platform that is intuitive and easy to implement. Producing reports and exchanging information with management has never been so easy. A special thanks goes to the team for their support and professionalism."

Lodovico Dainese, Risk Manager, K2

# **Frequently Asked Questions**

#### 1. If we start with the P&L Starter Edition, can we add functionality?

IGNITE plans are designed to grow with you. Typically, and as our customers' functionality and requirements grow, so does their desire to advance to a higher-level subscription. However, it is not possible to add one feature at a time. Each package includes bundles of functions that we've found work well together and answer market demand.

#### 2. What if we use our 8 hours of client-assisted onboarding for the Ignite P&L Starter Edition, and we are still not set up?

Based on multiple onboarding projects, our customer support well understands the approximate time and effort required to get you started. We're here to ensure you succeed and will ensure you are set up properly because if you fail, we fail and failure is not an option.

#### 3. Are there any hidden fees?

No. One of the benefits of a Software-as-a-Service (SaaS) solution is that there are no surprises, no long-term consultant deployment contracts that require years of engagement. IGNITE CTRM is designed to scale with your business. As your needs grow, the solution expands with you. The IGNITE P&L Starter and IGNITE P&L + Editions are fixed fees as stated here. IGNITE Pro and Enterprise Edition s offer user volume discounts that your Sales Representatives will discuss with you.

#### 4. How long does it take a response from support when we need help?

For the IGNITE P&L Starter and IGNITE P&L Plus Editions, response time is within 4 hours. For IGNITE Pro and Premium, customer care response times are according to your Service-Level-Agreement (SLA).

#### 5. We need to add new users, how do we do that?

We'll apply an addendum to your annual user agreement, and you will be billed pro-rata for additional users. It's that easy.

#### 6. How do we cancel our subscription, and do we get a refund?

All contracts are a minimum of one year. Most clients sign up for 3 years for business continuity and for the best value and total-cost-of-ownership to the business. There is no refund.