

“Go Live” Support

Fixed Cost: \$ 950

Terms:

- **Stay Covered!** 2 weeks post-cutover
- **One-time fee:** \$ 950

Key Benefits:

Support - Ensure a smooth post-transition experience

Assessment – Platform optimization recommendations

Support

2-weeks of post-cutover support to Users and Admins via phone, email, and remote screen share, as necessary.

- **User Support (Help Desk)** - L1 and L2 support to Users covering platform access and usage
 - Online access
 - Local desktop client (Outlook)
 - Mobile devices (native app, iOS, Android)
- **Administrator (IT) Support** – Guidance to administrators related to management features
- **Training Materials** – online Help Center with feature-based information and guidance
 - User Help Center
 - Admin Help Center

Assessment

Experts review your platform and make recommendations for optimization.

- **Platform review**
 - Assessment and discovery
 - Discovery meeting to understand needs, challenges and goals
- **Assessment report**
 - Key findings
 - Optimization recommendations