Gainsight

Expert Services

nCloud Integrators' Expert Services for Gainsight provides a dedicated expert to assist with your planning, design, development and adoption, as well as cost-conscious Gainsight Administrators to maintain complete accountability of your Gainsight platform.

After your initial implementation of Gainsight, you can depend on nCloud Integrators to provide Customer Success leadership advice, perform regular Gainsight evaluations, and be a guide to ensure your investment meets your Customer Success business goals.

nCloud's customer success experts have successfully implemented and administered Gainsight's leading Customer Success platform for hundreds of customers, all based upon nCloud Integrators' Accelerate Methodology best-practices, years of Gainsight expertise, and real-world use cases.

A consistent, remote and pre-planned presence accelerates and guarantees timely answers to meet your requirements, through a regular cadence of communication and meetings and an allotment of remote consulting hours to use as needed over time.

Leveraging nCloud Integrators will help reduce overall adoption risks and administrative burden with expert-level resources available at critical times, allowing you to stay on track with vital Customer Success initiatives and maintain focus on your critical business-related priorities.

Engagement Level:	Basic	Standard	Premium
Schedule:	25 hours per quarter	40 hours per quarter	60 hours per quarter

nCloud Integrators provides Customer Success leadership and data-driven implementation expertise to accelerate efficiency and profitability. Whether you are looking to ensure adoption and reduce churn leveraging Gainsight, or exploring ways to improve the performance of your customer success organizations, nCloud Integrators offers executive level strategic and tactical services, backed by decades of software industry services experience. Your Success is Our Business.

Example Activities and Engagement

✔ A continued partnership and familiar focus on your Customer Success initiatives and requirements after your initial Gainsight Accelerate implementation

✔ Training and enablement of Gainsight users; Ongoing knowledge-transfer to your internal teams to ensure optimized use and adoption of Gainsight

✔ Regular reviews of and input on your Gainsight CTAs, Playbooks, Reports, Dashboards, and Health Scorecards

✔ Address Gainsight usage questions and issues

✔ Consistent review of your Customer Success plans and roadmap

✔ Eliminate guesswork and accelerate time to value with your Gainsight investment

✔ Strategic assessments and business reviews are provided every quarter.

✔ Assistance with the integration of new data sources and the development of new assets within Gainsight as your business adjusts and expands

✔ Guidance and solutions provided to any Customer Success challenges or questions you may encounter

✔ Responsible for the ongoing development, maintenance and configuration of all aspects of Gainsight, owning the technical administration and day-to-day management, if preferred

✔ Collaborate with internal stakeholders to ensure Gainsight continuously operates effectively and evolves as needed to support your business.

✔ Provide regular recommendations to improve efficiencies through adoption of standards