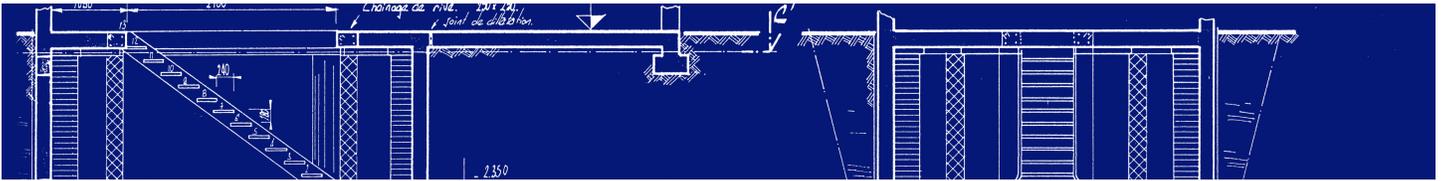


nCloud Integrators: Gainsight Blueprint

Are you looking to elevate your Gainsight Customer Success Platform? Are you struggling with user adoption or simply looking to create a greater impact from your CS team? Let our experts be your guide to ensure your investment meets your Customer Success business goals. Our consultants will work hand-in-hand with your team to lead you through best practices in advancing your customer success techniques and leveraging Gainsight in the most effective manner to achieve your goals.

This comprehensive package includes:

- **Strategic Assessment & Business Review:** A deep dive into your customer success goals and processes identifies key opportunities to leverage Gainsight for maximum impact.
- **Platform Usage Assessment:** A technical review of your Gainsight instance evaluates how well you are leveraging Gainsight today.
- **Customized Recommendations & Suggested Project Plan:** Our recommendations are unique to your organization, and we provide you with an actionable plan for execution.
- **Resources:** We leave you with the education, materials, and templates you need for successful user adoption.



nCloud Integrators: Gainsight Amplify

Ready to advance your use of Gainsight in a key area? With our Amplify packages, we'll help you elevate your customer success practice - and advise you on how to leverage Gainsight to do it. You'll walk away with a concrete set of specifications ready for configuration and launch.

- **Gainsight Amplify: Health Scorecard:** You've started defining customer health but want to take your scorecard to the next level. Let us coach you through complexities like scorecard versions, including ROI data, and integrating product adoption metrics.
- **Gainsight Amplify: Collecting & Using Customer Survey Data:** Tapping into customer feedback is a key strategy for proactive action as a CSM. Together we'll design a customer survey timeline that identifies key milestones for feedback and outlines the actions to take based on responses.
- **Gainsight Amplify: Streamlining Your Renewal Process:** Having a streamlined and customer-centric renewal process is absolutely critical for any organization. We'll guide your team in an exercise to outline the full renewal process, ensuring organizational alignment on responsibilities and identifying plans for automation and reporting.