Dedicated Expertise for Your Success with Gainsight

Unmatched Experience

The leaders of nCloud Integrators have spent decades building and managing successful global technology services practices and customer success initiatives.

A Focus on Customer Success

Our team is 100% dedicated to helping our customers succeed. We are solely focused on helping our customers build or improve their customer success processes.

Trust

nCloud Integrators is proud to be a Gainsight Preferred Partner since 2018, boasting the largest team of Gainsight Certified Admins outside of Gainsight.

Partnership

With hundreds of project each year, nCloud has developed customer success strategies for **over 500 Gainsight customers,** combining both technical expertise and business acumen for a successful implementation and ongoing guidance.

Commitment

Our proven methodology is grounded in best-practices consultation, customized to your business strategy. nCloud Integrators is motivated by complete customer success, which is the founding philosophy of our business.

"Our partnership with nCloud Integrators continues to strengthen over time. This significant milestone of 500 delivered projects shows that nCloud has the people, methodologies and know-how to deliver best-in-class services that allow our customers to quickly go live with Gainsight and begin seeing value."
– Nick Mehta, Gainsight CEO

nCloud Integrators

All Backed by a Prescriptive Approach that Accelerates Onboarding

Initial Go live with Essentials in as little as 4 weeks*
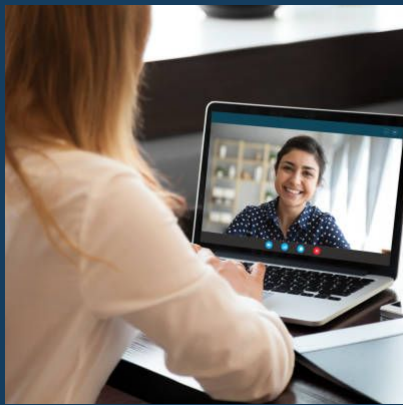
PURCHASE
Complete your buying experience with Gainsight.

KICKOFF
Meet your onboarding team and define your scope and schedule.

INITIALIZE
Start the install and configuration process and map your data.

BUILD
Develop your core objects, workflows and capabilities.

ACTIVATE
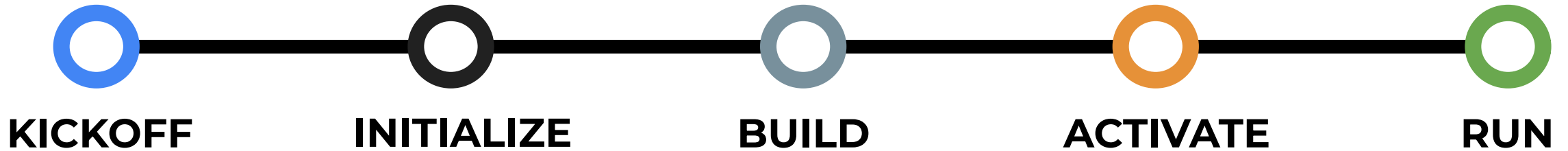Test, train, GO LIVE, and drive adoption with core users.

RUN
Stabilize, optimize and expand your skills and user base.

CS
Engage and align with the Gainsight CS team and community.

Gainsight **+** nCloud Integrators

Proven Accelerate Methodology

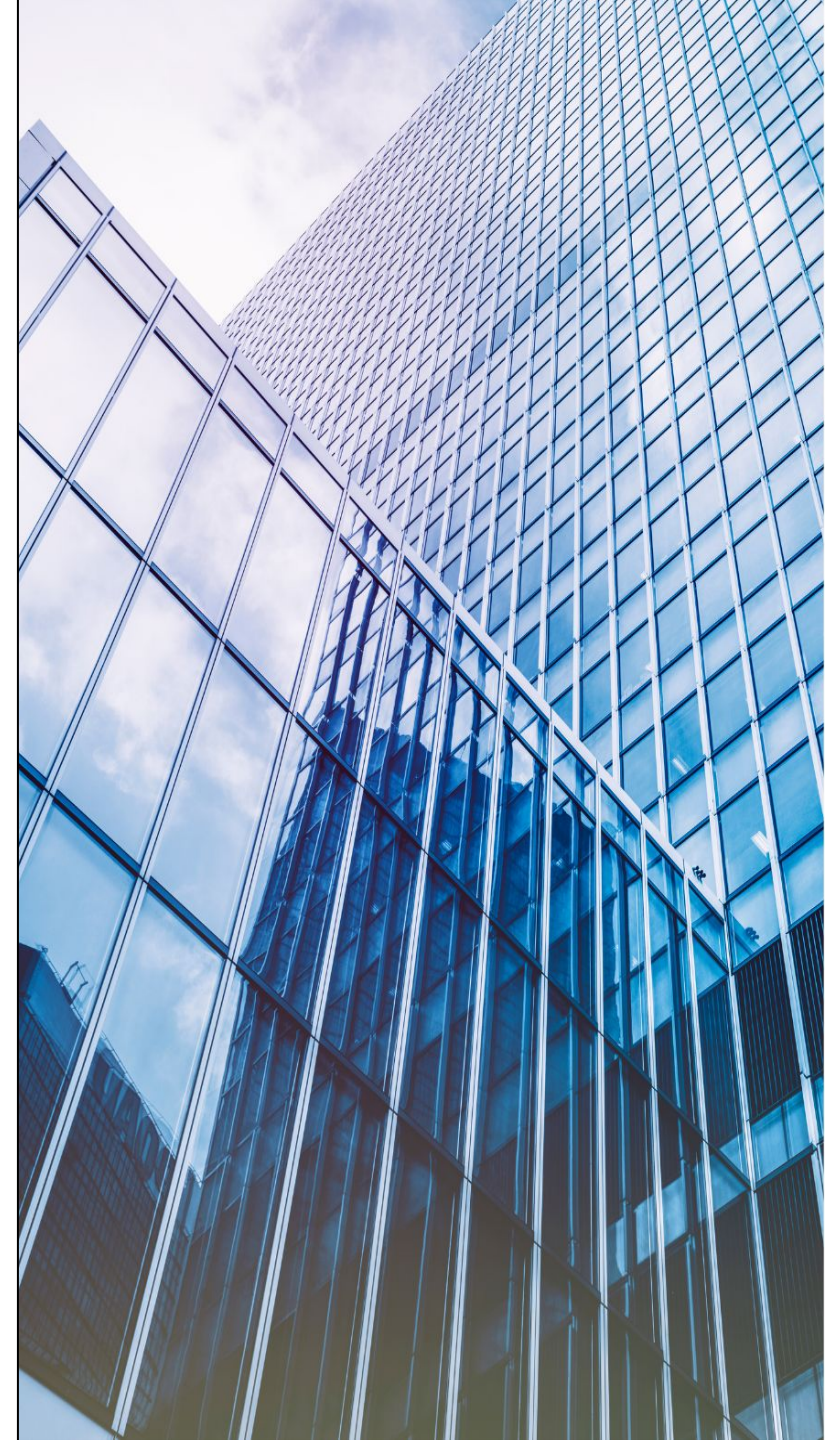**KICKOFF** — **INITIALIZE** — **BUILD** — **ACTIVATE** — **RUN**

- A collaborative and iterative approach, designed to get your team **live with Gainsight within weeks**
- **Best-practices and strategic guidance** from hundreds of similar implementations
- **Dedicated Engagement Management** throughout with dedicated onboarding application
- Coordination of initial implementation, preparation for training of end-users, initial roll-out of Gainsight
- **Data validated and mapped** at the start of the engagement
- **Gainsight Admin training and enablement** through nCloud's Learning Management System
- **Extension of Gainsight**'s Customer Success and Implementation Teams
- **Change management strategies** and best-practices **for your new Gainsight Users**

Gainsight Accelerate Project Timeline

KICKOFF Weeks 1-2	INITIALIZE Weeks 2-4	BUILD Weeks 4-6	ACTIVATE Weeks 6-8	RUN Weeks 8-10
• *360Learning* 　○ *"Welcome to Your Gainsight Implementation with Gainsight" Learning Path. Complete before Kickoff* • Kickoff Meeting & Discovery 1 • Discovery 2 • Project Success & Schedule Call	• *360Learning* 　○ *Matrix Data Architecture* 　○ *The Rules Engine* 　○ *Creating Reports & Dashboards* 　○ *C360 Layout & Timeline* 　○ *Timeline Integrations* • Data Mapping 1 Session • Data Mapping 2 Session • Data Review Session • INITIAL USER INTRODUCTION	• *360Learning* 　○ *Cockpit & CTA/Playbooks* 　○ *Health Scorecards* 　○ *Journey Orchestrator* • CTA Trigger Build Session • Health Scorecard Build Session • Final Build Review	• Go Live Prep Session • FINAL GO-LIVE	• Post Go Live Working Session#1 • Post Go Live Working Session#2 • Project Retrospective & Executive Alignment

nCloud Integrators

Dedicated Training & Enablement Throughout the Implementation

- Combine dedicated one-on-one consulting with learn-at-your-own-pace e-learning for a richer, more effective implementation with our Learning Management System

- Build your learning through assigned courses with videos, reference materials and instructions for submitting deliverables

- Gain access to a library of How-To tutorials

- Ask questions and offer feedback through course forums

- LMS Access Available throughout implementation

nCloud Integrators   360Learning

Gainsight Accelerate Premium

Users in System	**6-7 Weeks**
Discovery & Design	● Kickoff Meeting and Discovery session(s) to determine business requirements for CTAs, Playbooks, Reports, etc. ● Scope Review/Schedule Planning session ● Project Portal (via Rocketlane Onboarding Application) ● Obtain/Configure Amazon S3 Bucket

Data Integration	● Total of 3 data mappings, Up to 50 attributes per mapping
	   ○ 1 CRM (SFDC, Dynamics or HubSpot)
	   ○ 2 Additional Sources (Native Connector or Via S3 Flat File)

Configuration	● Implementation of Gainsight Timeline and 360 Layout ● 1 Custom Scorecard w/ Up to 5 Measures ● Implementation of up to 5 Custom Rules for Automated CTAs ● Implementation of up to 2 Gainsight Dashboards ● Implementation of Up to 15 pre-developed Gainsight Reports ● **● JO Workshop + 1 Custom JO Program w/ Up to 3 Steps** ● **● Success Plan Workshop + 1 Custom Success Plan Development**
Testing & Go-Live	● Initial User Launch with Pilot CSMs ● Final Go-Live
Post-Launch Support	● 2 Mentorship/Coaching Sessions over 1 Week + Project Close/Transition Meeting w/ Gainsight CS Team ● Review Ongoing Development/Administration Initiatives
Documentation	● Documentation for maintaining all data import and upload processes, plus ongoing integration of data ● Documentation of Specific Details of Developed Objects
Full Go Live	**8 Weeks**
Pricing	**Standard Fixed Fee**
Add-Ons	● Success Plans, Business Modeler, Revenue Center Complete, ● Gainsight PX, Data Integration Packages

Gainsight Accelerate Standard

Users in System	**3-4 Weeks**
Discovery & Design	• **Kickoff Meeting and Discovery session(s)** to determine business requirements for CTAs, Playbooks, Reports, etc. • **Scope Review/Schedule Planning session** • Project Portal (via Rocketlane Onboarding Application) • Obtain/Configure Amazon S3 Bucket

Data Integration	• Total of 3 data mappings, Up to 50 attributes per mapping
	   ○ 1 CRM (SFDC, Dynamics or HubSpot)
	   ○ 2 Additional Sources (Native Connector or Amazon S3)

Configuration	• Implementation of **Gainsight Timeline and 360 Layout** • 1 **Custom Scorecard** w/ Up to 5 Measures • Implementation of up to 5 Custom Rules for **Automated CTAs** • Implementation of up to 2 **Gainsight Dashboards** • Implementation of Up to 15 pre-developed and **Gainsight Reports** • JO Workshop + 1 Pre-Designed **Single-Step Journey for NPS**
Testing & Go-Live	• Initial User Launch with Pilot CSMs • Final Go-Live
Post-Launch Support	• 2 Mentorship/Coaching Sessions over 1 Week + Project Close/Transition Meeting w/ Gainsight CS Team • Review Ongoing Development/Administration Initiatives
Documentation	• Documentation for maintaining all data import and upload processes, plus ongoing integration of data • Documentation of Specific Details of Developed Objects
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Gainsight Ongoing Expert Assistance

Count on nCloud Integrators to **provide Customer Success operations strategy guidance, perform regular Gainsight evaluations, or maintain full accountability for the administration of Gainsight,** to ensure your investment meets your Customer Success business goals.

Leveraging nCloud Integrators will help **reduce overall adoption risks and administrative tasks** to ensure that expert level resources are available at critical times, allowing you to stay on track with vital Customer Success initiatives.

A **consistent, flexible, remote and pre-planned presence** accelerates and guarantees timely answers to meet your requirements, with guidance based upon nCloud Integrators' **Gainsight Accelerate Methodology best-practices** and real-world use cases.

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

- *nCloud will regularly assess your Gainsight environment, make needed improvements, stay on top of the latest feature and functionality updates, develop additional assets, and work directly with your Customer Success Management team and other stakeholders to ensure you have the most optimal Gainsight environment possible.*

- *Ongoing knowledge-transfer, training and enablement for 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*

- *Assistance with the integration of new data sources and development of new assets as your business adjusts and expands*

Engagement Level:	Strategic	Basic	Standard	Premium
Quarterly Allotment	25 hours	40 hours	60 hours	80 hours

nCloud Integrators

Your Success is Our Business

tsia
CONSULTING
ALLIANCE
PARTNER

Gainsight

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