



Accelerate Implementation for Gainsight

Introduction



ABOUT US



Experience

The founders of nCloud Integrators have spent the past 20 years building and managing successful global technology services practices to support perpetual and SaaS offerings.



Focus

Our team is 100% dedicated to helping our clients with customer success goals and objectives.



Trust

nCloud provides transparency through open and honest dialogue about efforts and costs associated with projects that we deliver for our clients.



Resources

At nCloud, we bring deep-rooted access to both internal and external expertise and skill.



Commitment

nCloud Integrators is motivated by complete customer success.

This is the founding philosophy of our business.

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.

GAINSIGHT ACCELERATE SERVICES

nCloud Integrators will work hand-in-hand with your team through a series of guided Kickoff and Discovery sessions to evaluate why your Customer Lifecycle looks as it does, review the current and future goals for your Customer Success strategy and define the prioritized tactics needed to drive that strategy. In a collaborative, strategic, and iterative fashion, we develop an aligned understanding of goals, scope, and timeline of your Gainsight implementation.

We will assist you with creating or improving your Customer Success Roadmap to help drive your short and long-term Customer Success goals, and expand your team's use of Gainsight in line with your strategic plan. We will work with you to provide guidance and solutions to any questions or concerns you may have.

"...thanks for all the help and guidance that you have provided us. The meetings have all been very productive and you somehow made them enjoyable, too, which is greatly appreciated.

You have gone above and beyond to help us on understanding the software, but to also help with the needs that were specific for us...not every customer is going to use it the same way...it made our meetings that much more productive." – Gainsight Customer



ACCELERATE METHODOLOGY FOR GAINSIGHT

The **Accelerate Services Offerings for Gainsight** leverage the nCloud Integrators Accelerate Methodology, highlighted by a collaborative and iterative approach, designed to get your team live with Gainsight within weeks. The **Accelerate Methodology** was developed through our decades of customer success experience across industries, working alongside enterprise-level customers, as well as small and medium sized businesses, with engagement management, training, and technical steps throughout.



Gainsight Accelerate Key Activities & Deliverables:

- *Gainsight Initial Configuration*
- *Integration with Data Sources*
- *Development and Mentoring of Reports and related Dashboards*
- *Development and Mentoring of CTAs/Playbooks*
- *Establishment of Health Scorecard Capabilities*
- *Initial Overview of a Journey Orchestrator program with a Survey*
- *Initial Overview of a pilot Success Plan*
- *New Gainsight Administrator Training and Enablement Throughout*

TENTATIVE PROJECT TIMELINE

KICKOFF 5-6 cust. hours		INITIALIZE 5-6 cust. hours		BUILD 20-25 cust. hours		ACTIVATE 5-6 cust. hours		RUN 2-4 cust. hours	
1.	Kickoff Meeting & Discovery Session 1 Workshop*	1.	Procure the NXT GS Environment	1.	Intro to CTA's & Playbooks Workshop*	1.	End User Training Preparation Workshop*	1.	Implementation Review & Mentoring Sessions*
2.	Discovery Session 2 Workshop*	2.	Install and Configure CRM Package	2.	Determine CTA's & Playbooks	2.	User Set-Up	2.	Develop Oversight Reports/Actions
3.	Scope Review & Schedule Planning Workshop*	3.	Obtain and Configure S3 Bucket (GS Managed)	3.	Review/Customize CTA's & Playbooks Workshop*	3.	Final Go-Live*	3.	Assist in Building Operate Model
4.	Portal Establishment	4.	User Set-Up	4.	Intro to Health Scorecard Workshop*	4.	Mentoring Support	4.	Help to develop Roadmap Next Steps for CS
		5.	Master Data Mapping Workshop*	5.	Determine Health Scorecard Details			5.	Review Possible Ongoing Support Needs
		6.	Customize Company and Contact Objects	6.	Review/Customize Health Scorecard Workshop*			6.	Project Close & Transition Meeting*
		7.	Build Rules to populate Company and Contact Objects	7.	Build Health Scorecard				
		8.	C360/User Home Page Workshop*	8.	Pilot CSM Go-Live				
		9.	Intro to Rules for CTAs Workshop*	9.	Import and Establish Ticket Data				
		10.	Intro to Dashboards & Reports Workshop*	10.	Intro to Success Plans Workshop*				
				11.	Journey Orchestrator & Surveys Workshop*				

GAINSIGHT ACCELERATE PACKAGES

Gainsight Accelerate	<ul style="list-style-type: none">● Gainsight Configuration Assistance● Integration of up to 3 data sources via Direct Connection or S3 Import● Mentoring & Development of a Health Scorecard with up to 5 Measures● Mentoring & Development of up to 20 Reports and 2 Dashboards● Mentoring & Development of up to 5 CTAs/Playbooks● Development of 1 Template NPS Survey● Overview of Journey Orchestrator Program● Overview of Success Plans● Dedicated enablement workshops throughout engagement
Gainsight Accelerate Premium	Accelerate package Plus: <ul style="list-style-type: none">● Development of 5 additional CTAs/Playbooks● Development of an initial Journey Orchestrator Program up to 3 steps;● Development of up to 2 Success Plans● Additional oversight coaching and assistance post Go-Live
Additional Options	<ul style="list-style-type: none">● PX Configuration and Integration● Business Modeler Development● Additional Source Integrations● Custom Services

GAINSIGHT ONGOING EXPERT ASSISTANCE

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

Based upon proven successful deployment strategies, nCloud Integrators' Gainsight Expert Services offer customers an allotment of remote consulting hours to use as needed over time. Customers have the flexibility of engaging nCloud to answer questions and provide guidance, develop new or update existing Gainsight assets, participate in Customer Success update meetings, respond to other impromptu requests, or own Gainsight Administration on your behalf.

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

A consistent, 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.

Example Activities and Engagement

- A continued partnership and familiar focus on your Customer Success initiatives and requirements after your initial Gainsight Accelerate implementation
- 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
- Strategic assessments and business reviews
- Assistance with the integration of new data sources and the development of new assets within Gainsight as your business adjusts and expands
- Incremental training to new users
- Guidance and solutions provided to any Customer Success challenges or questions you may encounter

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



www.ncloudintegrators.com

Your Success is Our Business

www.ncloudintegrators.com
info@ncloudintegrators.com

© 2021 nCloud Integrators
All rights reserved

