

## Gainsight Amplify: Health Scorecard

You've started defining customer health but want to strengthen what you have in place. We can help you in any scenario, whether you need to:

- Enhance a scorecard that already exists
- Iterate a scorecard for a different customer segment
- Create a new scorecard for a specific lifecycle phase or business area

During a six-week period, our consultants will engage you in a methodology designed to produce results. Our collaborative process engages key stakeholders in education and collaborative ideation. We'll bring customer success, sales, product, support, operations, and data managers together to identify the best way to measure customer health for your organization.

Kickoff	Intake & Analysis	Ideation	Recommendations	Specifications & Resources
Week 1	Weeks 2-3	Weeks 3-4	Week 5	Week 6
Project Kickoff & Initial Discovery	Discovery and analysis of current environment	Stakeholder Workshops, Education, & Facilitated Ideation	Presentation of Recommendations & Facilitated Decision-Making	Delivery of detailed specifications and resources for selected recommendation

### What's included in your Gainsight Amplify: Health Scorecard package:

- Surveys of your end-users and key stakeholders
- A technical audit of your current scorecard setup
- 2-part workshop series for key stakeholders
- Recommendations for implementation of a suggested scorecard framework
- Executive presentation and discussion of recommendations
- Technical configuration workbook for your new scorecard
- Templates & ready-to-use resources: CTAs, playbooks, reports, and more

**Do you lack the necessary technical resources or simply want to minimize Time-to-Value? Bundle Amplify: Health Scorecard with nCloud Expert Services to implement the recommendations provided into your Gainsight instance.**