

Gainsight Expert & Administration Services



Gainsight Expert Services

Expert Services for Gainsight provides a dedicated expert to assist with your planning, design, development and adoption of your Gainsight platform. You can depend on nCloud Integrators to provide Customer Success (CS) operations strategy guidance, perform regular Gainsight evaluations, and be a guide to ensure your investment meets your CS business goals.

Example engagement activities that eliminate guesswork and accelerate time to value with your Gainsight investment may include:

- A continued partnership and familiar focus on your CS initiatives and requirements.
- Regular assessment and optimization of your Gainsight environment.
- Ongoing knowledge-transfer, training and enablement for your internal teams to enhance your use and adoption of Gainsight.
- Regular reviews of your 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.

Gainsight Administration Services

nCloud Integrators can serve as your Gainsight Administrator, allowing you to focus on what matters most -- your customers. nCloud's experts successfully implement and administer Gainsight's leading Customer Success platform for hundreds of customers every year, all based on CS best-practices, years of Gainsight and data integration expertise, and real-world use cases.

A consistent, remote and pre-planned resource accelerates and guarantees timely answers to meet your requirements, through a regular cadence of communication and meetings. Leveraging nCloud Integrators will help reduce overall adoption risks and administrative tasks 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	Strategic	Basic	Standard	Premium
Schedule of Hours Per Quarter	25 Hours	40 Hours	60 Hours	80 Hours

