








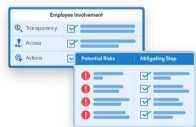


## Signature Support: Feature Highlights

First-class support with expanded touch for ongoing technical and advisory support to help drive ongoing value

 Feature	 Summary	 Value Provided
<b>Live Stakeholder Training</b> 	Tailored guidance through four (4) distinct training modules: Platform, Leadership, Manager, Employee or Train-the-Trainer	Identify insights in the solution and operationalize them in practice through key stakeholders within the first 90 days
<b>Productivity Assessment</b> 	Point-in-time and trend analysis of key productivity metrics, process, technology usage and comparison to industry-specific benchmarks	Surface additional insights and opportunities with Productivity Lab-led delivery and discussion
<b>Annual Technical Health Check</b> 	Detailed report with actionable recommendations to improve reporting accuracy and deliver optimal insights	Ensure your environment is running at its optimal capacity to maximize your ActivTrak investment
<b>Business Reviews</b> 	Assessment of progress and goals to surface opportunities to further optimize your use of ActivTrak and related business outcomes	Evaluate strategic goals and progress, includes a Productivity Snapshot
<b>Training Vouchers</b> 	Optional coverage of additional training modules (Platform, Leadership, Manager, Employee or Train-the-Trainer)	Provide the flexibility to train additional stakeholders after the initial 90-day stakeholder training window
<b>Customization support for ActivConnect pre-built starter templates</b> 	Customized visualization of ActivTrak data in platforms such as Power BI, Tableau or Google Looker Studio (10 hours of support)	Visualize critical data in a consumable format that's aligned to the needs of your business
<b>Insights-to-Action Workshop</b> 	Guided, interactive session to uncover critical productivity insights, prioritize interventions and jointly develop a 90-day roadmap	Accelerate your journey with ActivTrak, capitalize on areas of opportunity and generate tangible ROI

**“Fast support every time I’ve contacted them and they always guided me in the right direction to correct the problem.”**

Michael Wright  
IT Manager, Protect Controls, Inc

**“Support is top notch. We get responses from our account representative in a timely manner.”**

Andy Achreiber  
IT Manager, Digestive Health Specialists

# ActivTrak Support Packages

	Digital	Premier	Signature
	Included with all subscriptions	Annual subscription add-on	Annual subscription add-on
<b>Adoption Assurance</b>			
24x7 Online Access to Onboarding, Learning Materials & Help Center	✓	✓	✓
Technical Configuration & Tuning		✓	✓
Live Stakeholder Training		✓	✓
Planning Workshop		✓	✓
<b>Technical Support (Ongoing)</b>			
Live Chat <sup>1</sup> & Email Support <sup>2</sup>	✓	✓	✓
Scheduled Calls for Open Support Cases	✓	✓	✓
Annual Technical Health Check		✓	✓
Dedicated Technical Account Manager (TAM)			✓
Priority Ticket Routing			✓
Customization support for ActivConnect pre-built starter templates <sup>3</sup>			✓
<b>Advisory Support (Ongoing)</b>			
Access to Customer Success Team		✓	✓
Business Reviews		✓	✓
Training Vouchers		✓	✓
External Productivity Benchmark Comparison		✓	✓
Expert Insight into Your Productivity Trends (bi-annual)			✓
Insights to Action Workshop Facilitated by Productivity Lab			✓

✓ Productivity Lab Delivered Service

<sup>1</sup> Live Chat Support Hours: Digital (Mon-Fri 8am - 6pm CT), Premier (Mon-Sun 8am - 6pm CT), Signature (24X7)

<sup>2</sup> Email Support Hours: (Mon-Fri 8am - 6pm CT). Average Email Response Time: Digital (<12 hrs), Premier (<8 hrs), Signature (<4 hrs)

<sup>3</sup> Up to 10 hours. Does not include support for third-party data integrations

