BrightAP | **BrightTax**

Customer Success Membership

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Simply brilliant software

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YEAR 1	Basic ✓	Standard ★	Premium ♛
Pricing *All contracts are annual*	**£480 per year** **£40 paid monthly**	**£1,800 per year** **£150 paid monthly**	**£3,000 per year** **£250 paid monthly**

Onboarding	Guided Onboard:
	- 2 x 90 min consultation calls to guide through:
	  - Staff set up
	  - Basic set up
	  - TB Import
	  - Compliance database
		Guided Onboard:
		- 3 x 90 min consultation calls to guide through:
		  - Staff set up
		  - Basic set up
		  - TB Import
		  - Compliance database
			Assisted Onboard:
			- 4 x 90 min consultation calls to assist with:
			  - Staff set up
			  - Basic set up
			  - TB Import
			  - Compliance database

Acc Mgmt / Business review	- 1 x 90 min remote check in - 4 x Quarterly business review	- 2 x 90 min remote check in - 4 x Quarterly business review	- 4 x 90 min remote check in - 4 x Quarterly business review
Training	- Webinar - 2 x 90 min remote session	- Webinar - 2 x 90 min remote champion training session - 2 x 90 min remote user session	- Webinar - 2 x 90 min remote sessions, tailored to customer needs - 1-day on-site user training, with agenda tailored to the customer

YEAR 2+	Basic	Standard	Premium
Acc Mgmt / Business review	- 1 x 90 min remote check in - 4 x Quarterly business review	- 2 x 90 min remote check in - System Health Check - set up / configs - 4 x Quarterly business review	- 4 x 90 min remote check in - 1 day site visit (to be used against the customer's needs) - 4 x Quarterly business review
Training	- Webinar - 2 x 90 min remote refresh session	- Webinar - 2 x 90 min remote champion refresh session - 2 x 90 min remote user refresh session - 2 x 90 min remote new staff user session	- Webinar - 2 x 90 min remote champion refresh session - 2 x 90 min remote user refresh session - 4 x 90 min remote new staff user session

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