Bright AccountsProduction

Customer Success Membership

Bright

Simply brilliant software

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YEAR 1	Basic	Standard	Premium
Pricing *All contracts are annual*	**€360 per year** **€30 paid monthly**	**€1,440 per year** **€120 paid monthly**	**€2,880 per year** **€240 paid monthly**

Onboarding	**Guided Onboard:**
	 - 2 x 60 min consultation calls to guide through:
	  – Staff set up
	  – Basic set up
	  – TB Import
	  – Compliance database
		Guided Onboard:
		 - 2 x 90 min consultation calls to guide through:
		  – Staff set up
		  – Basic set up
		  – TB Import
		  – Compliance database
			Assisted Onboard:
			 - 3 x 90 min consultation call to assist:
			  – Staff set up
			  – Basic set up
			  – TB Import
			  – Compliance database

Acc Mgmt / Business review	- 1 x 60 min remote check in - 4 x Quarterly business review	- 2 x 60 min remote check in - 4 x Quarterly business review	- 4 x 60 min remote check in - 4 x Quarterly business review
Training	- Webinar	- Webinar - 2 x 60 min remote champion training session - 2 x 60 min remote user session	- Webinar - 1-day on-site user training, with agenda tailored to the customer

YEAR 2+	Basic	Standard	Premium
Acc Mgmt / Business review	- 1 x 60 min remote check in - 4 x Quarterly business review	- 2 x 60 min remote check in - System Health Check - set up / configs - 4 x Quarterly business review	- 4 x 60 min remote check in - 1 day site visit (to be used against the customer's needs) - 4 x Quarterly business review
Training	- Webinar	- Webinar - 1 x 60 min remote champion refresh session - 1 x 60 min remote user refresh session - 2 x 60 min remote new staff user session	- Webinar - 1 x 60 min remote champion refresh session - 2 x 60 min remote user refresh session - 4 x 60 min remote new staff user session

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