



# Customer Success Membership

**YEAR 1****Basic****Standard****Premium**

<b>Pricing</b> <i>All contracts are annual</i>	<b>£300 per year</b> <b>£25 paid monthly</b>	<b>£1,200 per year</b> <b>£100 paid monthly</b>	<b>£2,400 per year</b> <b>£200 paid monthly</b>
<b>Onboarding</b>	<b>Guided Onboard:</b> <ul style="list-style-type: none"> <li>- 2 x 60 min consultation calls to guide through:               <ul style="list-style-type: none"> <li>- Staff set up</li> <li>- Basic set up</li> <li>- TB Import</li> <li>- Compliance database</li> </ul> </li> </ul>	<b>Guided Onboard:</b> <ul style="list-style-type: none"> <li>- 2 x 90 min consultation calls to guide through:               <ul style="list-style-type: none"> <li>- Staff set up</li> <li>- Basic set up</li> <li>- TB Import</li> <li>- Compliance database</li> </ul> </li> </ul>	<b>Assisted Onboard:</b> <ul style="list-style-type: none"> <li>- 3 x 90 min consultation call to assist:               <ul style="list-style-type: none"> <li>- Staff set up</li> <li>- Basic set up</li> <li>- TB Import</li> <li>- Compliance database</li> </ul> </li> </ul>
<b>Acc Mgmt / Business review</b>	<ul style="list-style-type: none"> <li>- 1 x 60 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 2 x 60 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 4 x 60 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>- Webinar</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar</li> <li>- 2 x 60 min remote champion training session</li> <li>- 2 x 60 min remote user session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar</li> <li>- 1-day on-site user training, with agenda tailored to the customer</li> </ul>

**YEAR 2+****Basic****Standard****Premium**

<b>Acc Mgmt / Business review</b>	<ul style="list-style-type: none"> <li>- 1 x 60 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 2 x 60 min remote check in</li> <li>- System Health Check - set up / configs</li> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 4 x 60 min remote check in</li> <li>- 1 day site visit (to be used against the customer's needs)</li> <li>- 4 x Quarterly business review</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>- Webinar</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar</li> <li>- 1 x 60 min remote champion refresh session</li> <li>- 1 x 60 min remote user refresh session</li> <li>- 2 x 60 min remote new staff user session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar</li> <li>- 1 x 60 min remote champion refresh session</li> <li>- 2 x 60 min remote user refresh session</li> <li>- 4 x 60 min remote new staff user session</li> </ul>