



# Customer Success Membership


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

<b>Pricing</b> <i>All contracts are annual</i>	<b>£180 per year</b> <b>£15 paid monthly</b>	<b>£480 per year</b> <b>£40 paid monthly</b>	<b>£1,200 per year</b> <b>£100 paid monthly</b>
<b>Onboarding</b>	<b>Guided Onboard:</b> <ul style="list-style-type: none"> <li>- 1 x 45 min Remote Guided Self-Serve sessions for: <ul style="list-style-type: none"> <li>- Client Onboarding</li> </ul> </li> </ul>	<b>Guided Onboard:</b> <ul style="list-style-type: none"> <li>- 2 x 45 min Remote Guided Self-Serve sessions for: <ul style="list-style-type: none"> <li>- Client Onboarding</li> <li>- Staff set up - Permissions</li> <li>- Basic set up</li> </ul> </li> </ul>	<b>Assisted Onboard:</b> <ul style="list-style-type: none"> <li>- 2 x 60 min Assist with configuring session for: <ul style="list-style-type: none"> <li>- Client Onboarding</li> <li>- Staff Permissions</li> <li>- Basic set up</li> </ul> </li> </ul>
<b>Acc Mgmt / Business review</b>	<ul style="list-style-type: none"> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 1 x 45 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>	<ul style="list-style-type: none"> <li>- 2 x 45 min remote check in</li> <li>- 4 x Quarterly business review</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>- Webinar BrightManager Academy</li> <li>- 1 x 45 min remote session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar BrightManager Academy</li> <li>- 2 x 60 min remote user session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar BrightManager Academy</li> <li>- 2 x 120 min remote user session</li> </ul>

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

<b>Acc Mgmt / Business review</b>	<ul style="list-style-type: none"> <li>- 2 x 30 min review</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 sessions (to be used against the customer's needs)</li> <li>- System Health Check - set up / configs</li> <li>- 4 x Quarterly business review</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>- Webinar Academy</li> <li>- 1 x 45 min remote user refresh session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar Academy</li> <li>- 1 x 60 min remote user refresh session</li> <li>- 1 x 60 min new staff user session</li> </ul>	<ul style="list-style-type: none"> <li>- Webinar Academy</li> <li>- 2 x 90 min remote user refresh session</li> <li>- 2 x 90 min new staff user session</li> </ul>