

## Customer Success at Prysm

### Introduction

The Prysm Visual Workplace is a fully-integrated collaboration platform consisting of cloud, software, and hardware components. Installing the platform kick-starts your workplace transformation, but for your platform to be fully embraced, and your business goals achieved, your employees will also need training and adoption services. Our experience deploying Prysm Visual Workplace across a wide range of organizations and industries led us to create a Customer Success team, fully devoted to ensuring you realize the full benefits of your Prysm purchase.

Prysm's Customer Success Group has two primary functions...



ADVOCACY	ADOPTION
Act as your voice within Prysm, providing product and experience feedback on your behalf	Teach users the most effective ways to integrate Prysm Visual Workplace into their daily work
Consult our internal resources to answer your questions	Provide easy reference materials catered to new users
Use our knowledge of your business processes to prioritize feature requests	Monitor usage metrics to identify users who would benefit from more training or help
Facilitate customer-to-customer interactions within the online Prysm Customer Community	Work closely with your team to develop advanced use cases tailored to your work environment

**All new Prysm implementations include a 90-day “Getting Started” Adoption package.**

If you need additional services, onsite or longer-term, four additional Customer Success packages are also available.

## REMOTE 90-Day “Getting Started” Adoption Package

### Video-Based Training

If you are accessing the Prysm Visual Workplace via the Prysm-hosted cloud, most of your end users can be remotely trained using our library of online training videos. Each video is less than 15 minutes long and is designed to show a beginner how to become a skilled Prysm user. Available training videos include:

- Brief Introduction to Prysm Visual Workplace
- Prysm Application Suite End User
- Prysm Application Suite Basic Use Cases

*(Basic Use Cases include: Display Your Laptop, Whiteboarding, Giving Presentations, Videoconferencing, Dashboard Review, Onboarding, Group Edit a Document, and Dynamic Presentations)*

**You will also be assigned a Customer Success Specialist (CSS)** who will proactively check-in with you throughout the first 90 days when you are “Getting Started” using Prysm. Customers will be contacted by their CSS at 7/30/60/90 days. The CSS will:

- Ensure your team is able to perform the initial set of use cases
- Answer your questions
- Validate and resolve/refer any potential issues that may have arisen post-install
- Provide additional remote training sessions as-needed.

## ONSITE Customer Success Options

Depending on your organization's specific needs, additional onsite offerings may be of interest.

OPTION 1 <b>Onsite Training Package</b>	OPTION 2 <b>Go-Live Week Success Package</b>	OPTION 3 <b>Option 2 + Customer Success Manager</b>	OPTION 4 <b>Option 2 + <u>Dedicated</u> Customer Success Manager</b>
<p><b>Two Days of Onsite Training</b></p> <p>Covers the complete new user training curriculum, with additional content, coaching and hands-on practice.</p> <p><i>One point of contact as your CSS will also serve as your trainer.</i></p> <p><b>Sample Training Agenda:</b></p> <ul style="list-style-type: none"> <li>Day 1 (AM): Brief Intro to Prysm Visual Workplace, followed by Basic Use Cases</li> <li>Day 1 (PM): End User Training</li> <li>Day 2 (AM): Administrator training</li> <li>Day 2 (PM): Customizing content in Projects and Workspaces</li> </ul> <p>The Technical Admin materials will be reviewed in-person with your designated Org Admin team.</p> <p>This option is included with any Quickstart bundle</p>	<p><b>Go-Live Week</b></p> <p>Two days of onsite training, immediately flowing into Go-Live and 2 days of go-live support</p> <p><i>One point of contact as your CSS will be your trainer and Go-Live support.</i></p> <p><b>Typical Schedule:</b></p> <ul style="list-style-type: none"> <li>Monday (PM): CSS arrives onsite and prepares for training the next day</li> <li>Tuesday: Training Day 1 (End User)</li> <li>Wednesday: Training Day 2 (Administrator) and final Go-Live prep</li> <li>Thursday: Go-Live, and onsite Go-Live Support</li> <li>Friday (AM): Onsite Go-Live support</li> </ul> <p>Your CSS will work closely with your designated Org Admin team throughout the week.</p>	<p><b>Customer Success Manager</b></p> <p>You will be assigned a Customer Success Manager for a 1 year term.</p> <p>Your CSM will come to your site twice a month and provide full assistance during the year.</p> <p>Your CSM will help you quickly build custom, advanced use cases and ensure usage of the Prysm Visual Workplace is maximized.</p> <p>Your CSM will also ensure you get the support you need, tracking any open tickets, escalating if necessary, and when onsite, providing Tier 1 support.</p> <p>Your CSM provides overall account management by chairing formal monthly status meetings and QBRs.</p>	<p><b>Dedicated Customer Success Manager</b></p> <p>You will be assigned a dedicated Customer Success Manager who will provide end-to-end oversight of all Prysm systems within your organization for a 1 year term.</p> <p>Your CSM is onsite with your team 4 days a week building custom, advanced use cases, providing Tier 1 support and maximizing usage.</p> <p>For enterprise-wide Prysm deployments, your CSM will handle change management and provide extensive education and internal marketing assistance to new divisions and geographies.</p> <p>Your CSM provides overall account management by chairing formal weekly status meetings and QBRs.</p>



### Selecting the Right Customer Success Offering

Although the options above are proven to be successful for other customers, you may require a custom statement of work to meet your needs or budget. Contact your Account Team to discuss the best strategy for your organization.