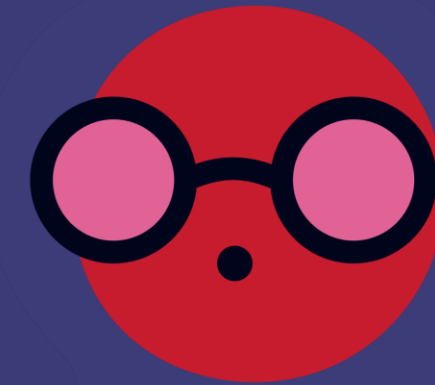


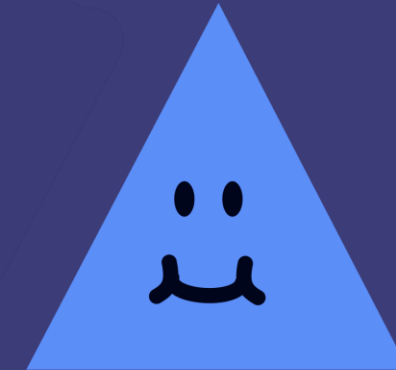


# Explorance Support Structure

*How We Partner to Drive Success*



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# Explorance Support Structure



**Account Manager**

**Overall Business Relationship**

- Dedicated resource, escalation point
- Focus on business outcomes
- Contracts and pricing questions

← Implementation
← Ongoing capability enablement and support →



**Professional Services**

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**Fee Based Services**

- Implementation
- Outsourcing
- Contract-defined deliverables



**Consulting Services**

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**Paid Engagements**

- Measurement strategy
- 360 assessment design
- Data analysis
- Capability assessment & enablement



**Customer Success Manager (CSM)**

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**Ongoing Product Value**

- Dedicated resource, escalation point
- Progressive, custom success planning
- Best practices and recommendations



**Customer Support**

**Technical, How-to Q&A**

- On-demand, 24/7
- Technical issues and support
- One-off requests



**bluenotes**  
EUROPE 2023

- **Your Goals and Priorities**
- **Explorance Overview**
- **Current Products used**
- **Partnership Review**
- **Insight to Action**
- **Measurement Capability**
- **Explorance Recommendations**
- **Current Contract**
- **Next Steps**

