Accelerated Success Service

Proactive best practice and guidance for Enterprise users

Tailored and personal approach focused on your use case & objectives

Accelerate digital preservation projects & protect content sooner

Accelerate your digital preservation projects

Customer success is a top priority at Preservica. That's why our Customer Experience (CX) team has built a service to provide tailored onboarding support and proactive, personalized best practice guidance.

Designed for Preservica Enterprise Private Cloud and on-Premise customers, the ultimate goal of the service is to accelerate time to value and achieve faster success for your digital archiving and preservation program or projects.

What's included with Accelerated Success?

	Preservica Standard Support	Preservica Accelerated Success
Support & maintenance (break & fix)	●	●
Online training videos & self-service portal	●	●
User group forum & events	●	●
Dedicated digital preservation expert		●
Personalized technical support & analysis		●
Bespoke onboarding		●
Engagement & success plan		●
New feature review & customized training plan		●
Quarterly project review		●
Annual review call with Preservica leadership team member		●
Access to product roadmap Special Interest Group (SIG)		●
Option to purchase additional consultancy		●

[1] Enterprise subscription includes 10 days of consultancy for each year of the contract

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Accelerated Success Features	What's included?	How will this benefit me?
Dedicated digital preservation expert	Dedicated Technical Support Manager (TSM)	Expert advice on how to best use Preservica & tackle evolving digital preservation challenges
Personalized technical support & analysis	Holistic view of support tickets raised via the Preservica Service Desk	Using detailed knowledge about your organizations digital archive to provide information about the customer's specific use case to help the Support team prioritize tickets and resolve issues faster
Bespoke onboarding	Onboarding support tailored to your organization's needs and use cases	Accelerate adoption of the software and ensure that your organizations stakeholders realize the value of using Preservica as soon as possible
Engagement & success plan	Develop plan to meet initial goals and schedule engagement sessions to ensure on-going success of your projects	Tailored engagement plan to support your implementation of Preservica and make rapid progress to ensure delivery against goals
New feature review & customized training	Advance notification of new product features and personalized pre-release training	Highlighting new features that may benefit your organization and getting your team up to speed as quickly as possible
Quarterly project review	Quarterly online meeting with your TSM and support team to review progress and prioritize activities	Evaluate success against objectives, discuss lessons learned, and prioritize next steps to achieve return on investment
Annual review call with Preservica leadership team member	Access to your senior sponsor at Preservica to aid in the planning cycle and to review project success	Aligned with the annual business cycle, an opportunity to identify ways to unlock new benefits for your organization
Access to product roadmap Special Interest Group (SIG)	Access to the central product team through regular Roadmap Special Interest Group (SIGs) supported by your TSM	Your ideas and suggestions will be advanced by your TSM and as decisions are made by the Product Team, you will receive detailed feedback on the roadmap
Option to purchase additional consultancy	Option to purchase additional hours to support larger or more complex projects	Rather than stretching your project, you can purchase more time with your TSM to keep your project moving - especially if complexity increases or extends into a new area

Your dedicated digital preservation expert will work closely with you t

Analyze backlog
Analyze location & content backlog to define the best method for ingest into Preservica

Structure your archive
Document agreed upon archival structure & create guidelines on content ingest and file plan structure

Manage metadata
Provide advice on adding or customizing metadata schemas including how to ingest, index and enrich metadata

Document access controls
Define, configure & document required access control roles and security tags

Upload large volumes
Advice on uploading & ingesting large volumes of content quickly and efficiently

Define policies
Guidance on preservation & storage policies, analyzing existing file formats and how to optimize storage to manage costs

Visit **preservica.com** for more information or contact **info@preservica.com**