Professional Services Catalogue
Thrive Go Subscription

thrive

Implementation & PMO

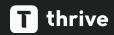|	
Implementation Specialist	Key contact leading the platform implementation and the majority of workshops to get set up for go live.
Production and staging environment	Access to a live and testing Thrive environment.
Fully branded site set-up and pre-configured with a set of content, Homepage, Explore page & tags.	Theme and platform settings configured based on customers' needs and requirements. The set of content is based on predefined categories such as Core, Retail, Hospitality, Food & Drink, Public Sector, Financial Services and Professional Services each containing 50 pre-defined curated content items.
Basic training	A series of training sessions covering the key aspects of Managing Content, Managing Users and Reporting & Analytics.
Workshops	A series of workshops covering the core aspects of setting the platform up, covering Launch Success & Strategy , Configure, Integrate, Homepage, and Skills workshops.
API access - self serve	Access to API documentation for provisioning, data and skills.
Thrive Tribe Community access	Self serve support with implementation and access to client examples for inspiration.
Training portal and guides	Training materials hosted on Thrive Tribe.
Standard hypercare	Project team available for up to 2 weeks after go live.
Support onboarding	Introduction to our support team and way of working.
Weekly implementation check-ins	Weekly 30-minute check-in calls with the project team.
Project initiation	Project set up and resource booking. Any further additional PMO support required will be evaluated on a case-by-case basis.

Partnership & Success

L&D Impact Managers	Access to our Team of specialists ensuring seamless success through proactive engagement and support, helping you fully leverage our platform to achieve your business goals.
Customer success plan	Customers goals and KPI plans focused on customer objectives to drive success.
Regular check ins	On request, check in calls to help customers progress towards their goals.
Bi-annual Business Review	Bi-annual focus to review initial project drivers against current performance and ROI impact.
Platform enablement webinars	Virtual spotlight training sessions delivered every 6 weeks via Thrive Tribe.
Help clinics webinars	Quarterly webinars in handling common technical issues insights into expected platform behaviour and practical workarounds.
Talking Thrive sessions	Monthly Q&A sessions with customers discussing best practices, use cases, and achieved results.
Dedicated microsite	Access to a customer specific microsite that hosts everything you need in one place.
Account Director	On demand account director supporting any commercials associated with your account.

Support

24/5 Technical support	24/5 support is available Monday-Friday throughout the year, with the exception of public holidays.
Support via online ticketing system	Ability to submit support tickets via our portal.
Live chat support	Ask questions directly to support team about platform functionality and more.
On-demand knowledge base	Access to step by step guides on features in the platform.
Nominated ticket admins	Five named contacts from your organisation who can raise support tickets.

Product

On-demand content	Guides and announcements on new features and releases.
Roadmap	Access to the roadmap covering what is being worked on now, next and later over each quarter.
Innovation panel invitation	Join the Thrive Innovation Panel and get early access to new features and share feedback.
Beta feature access	Access to new features ahead of release on your staging site.
Access to thrive labs	Be part of Thrive Labs and gain access to alpha features and to provide feed - back.
Feature suggestions	Suggest ideas for new features within your platform via a Account Manager.

Engagement

Access to online webinars and Thrive events	Invitations to our virtual and face to face events that run across the year.
Invitation to user group sessions	Customer roundtables focusing on product, best practices and industry themes.
Webinars on L&D trends and key topics	Webinars delivered on topics such as AI, future of L&D, how to become a better stakeholder manager, L&D insights, thought leadership.

Optimisation

Thrive Tribe Community access	Continued self serve support with implementation and access to client examples for inspiration.
Training portal and guides	Training materials hosted on Thrive Tribe.
Platform configuration review	Annual config review to ensure current platform config enabled is up to standard and a customer is getting the most out of the platform.
New stakeholder basic training	A virtual training programme to enable your new admins to get the most out of the platform straight away.
API access	Continued access to API documentation for provisioning, data and skills.
Content auto curation access	Configure the auto-curation tool with one of our content partners.
Historical completions data load	Importing legacy LMS completions against existing content.