

# Professional Services Catalogue

## Thrive Pro+ Subscription



Implementation & PMO	
<b>Implementation Specialist</b>	Key contact leading the platform implementation and the majority of workshops to get set up for go live.
<b>Production and staging environment</b>	Access to a live and testing Thrive environment.
<b>Fully branded site set-up and configured</b>	Theme and platform settings configured based on customers' needs and requirements.
<b>Timeline</b>	A custom implementation timeline specific to customer requirements.
<b>Workshops</b>	A series of workshops covering the core aspects of setting the platform up, covering Succeed, Plan, Launch, Configure, Integrate, Homepage & Explore and Skills workshops.
<b>Fundamentals training</b>	A series of training sessions covering the key aspects of Managing Content, Managing Users and Reporting & Analytics.
<b>Additional training sessions</b>	Running deeper dive training sessions into CPD, Skill Progression and more, while also repeating workshops for multiple stakeholders.
<b>Face-to-face workshop support</b>	Onsite workshop delivery.
<b>Bespoke workshops &amp; training sessions</b>	Discovery driven ad-hoc workshops and training sessions based on customers' needs and findings during implementation.
<b>User management import</b>	Support with the creation of a user CSV template required for initial upload where required.
<b>SAML-based single sign-on (SSO)</b>	SSO configured and enabled on staging and production.
<b>User management with SCIM provisioning</b>	Support for Azure AD, Okta, One Login and JumpCloud IMS user provisioning set up.
<b>API access - self serve</b>	Access to API documentation for provisioning, data and skills.
<b>API consultancy</b>	Support and guidance from Thrive's Technical Integration Specialist.
<b>Content auto curation access</b>	Configure the auto-curation tool with one of our content partners.
<b>Historical completions data load</b>	Importing legacy LMS completions against existing content .
<b>Content migration</b>	Bulk importing Thrive supported content from a legacy learning platform. Required format and scoping required.
<b>Thrive Tribe community access</b>	Self serve support with implementation and access to client examples for inspiration.
<b>Training portal and guides</b>	Training materials hosted on Thrive Tribe.

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Extended hypercare	Project team available for up to 4 weeks after go live if required.
Thrive Executive Sponsor	A nominated Thrive C Suite is part of the project being a customer sponsor.
Site refreshes (copy down)	Thrive can copy production into staging twice during implementation.
Tailored support onboarding	Tailored approach to our support team and way of working.
Project initiation	Project set up and resource booking.
Project Manager	Project manager assigned to the implementation.
Planning & control workbook	Shared document outlining actions, changes, risks, assumptions, issues, dependencies and decisions.
Risk management	Identifying, assessing & mitigating potential threats and opportunity to the implementation's success.
Weekly implementation check-ins	Weekly 30-minute check-in calls with the project team.
Project Status Reporting	Offering clear insights into implementation progress, milestones, issues and potential risks.
Project Initiation Document	A strategic blueprint that outlines how a project will be executed, monitored and controlled. It encompasses key aspects such as scope, schedule, risk management, communication strategies etc.

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Partnership & Success	
<b>Account Director</b>	Your key point of contact to connect you Thrive experts that will lead, support and plan your success.
<b>Account Check In</b>	Check in calls to help customers progress towards their goals.
<b>L&amp;D Impact Managers</b>	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.
<b>Customer Success Plan</b>	Customers goals and KPI plans focused on customer objectives to drive success.
<b>Quarterly business review</b>	Quarterly focus to review Initial project drivers against current performance and ROI impact.
<b>Annual/ Bi-annual executive alignment</b>	The customers Thrive executive sponsor will join the annual alignment review ensuring strategic alignment.
<b>Healthcheck recommendations report</b>	Annual tailored report with outputs and actions based on the customers site.
<b>Advanced annual platform health check overview</b>	Advanced platform analysis workshop and overview.
<b>L&amp;D Project Support:</b> <ul style="list-style-type: none"> <li><b>Marketing strategy workshop</b></li> <li><b>Skills workshop</b></li> <li><b>Assignment workshop</b></li> <li><b>Strategy sessions</b></li> <li><b>Fundamentals training</b></li> </ul>	Support may include, but is not limited to, workshops that cover: <ul style="list-style-type: none"> <li>- Promotion of content, or platform/supporting a relaunch</li> <li>- Skill strategies support and configuration</li> <li>- Driving compliance best practices</li> <li>- Strategy approach</li> <li>- Managing Content, Managing Users and Reporting &amp; Analytics sessions.</li> </ul>
<b>Platform enablement webinars</b>	Virtual spotlight training sessions delivered every 6 weeks.
<b>Help clinics webinars</b>	Quarterly webinars in handling common technical issues insights into expected platform behaviour and practical workarounds.
<b>Talking Thrive sessions</b>	Monthly Q&A sessions with customers discussing best practices, use cases, and achieved results.
<b>Dedicated microsite</b>	Access to a customer specific microsite that hosts everything you need in one place.
<b>Case study support</b>	Supporting customers with case studies or award submissions.

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Support	
<b>24/5 technical support</b>	24/5 support is available Monday-Friday throughout the year, with the exception of public holidays.
<b>Support via online ticketing system</b>	Ability to submit support tickets via our portal.
<b>Live chat support</b>	Ask questions directly to support team about platform functionality and more.
<b>Emergency phone line support access</b>	Local numbers in the UK, US and Australia that you can call in an emergency.
<b>General telephone support access</b>	Local numbers in the UK, US and Australia that you can call regarding any support topic.
<b>On-demand knowledge base</b>	Access to step by step guides on features in the platform.
<b>Nominated ticket admins</b>	Up to ten named key contacts can raise tickets.
<b>Platform availability</b>	SLA of 99.99% platform uptime every month.
<b>Quarterly Support Ticket Calls</b>	Quarterly call with a support team member to get an overview of tickets and status from the last quarter.
<b>Annual service review with head of support</b>	Head of support joining the annual business review to cover support performance for the previous year.

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Product	
<b>On-demand content</b>	Guides and announcements on new features and releases.
<b>Roadmap</b>	Access to the roadmap covering what is being worked on now, next and later over each quarter.
<b>Premium - innovation panel invitation</b>	Join the Thrive Innovation Panel Premium and get early access to new features, share feedback and shape the future of Thrive.
<b>Beta feature access</b>	Access to new features ahead of release on your staging site.
<b>Access to Thrive Labs</b>	Be part of Thrive Labs and gain access to alpha features and to provide feedback.
<b>Feature suggestions</b>	Suggest ideas for new features via your Account Director.
<b>Product team vision session</b>	Insight to the future of Thrive and the plans for the upcoming year.

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Engagement	
Access to online webinars and Thrive events	Invited 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.
Keynote speaker delivery	Thrives CLO, Co-Founder, Head of Product, Head of AI and more delivering a keynote to customers.
Industry speaker opportunities	Have the opportunity to speak at Industry events such as Learning Technologies, Thrive Live and Conferences Thrive attend.
Thrive Pro+ Professional Services Specification 01_0924	
Workshops on L&D trends and key topics	Group workshop sessions delivered on topics such as AI, future of L&D, how to become a better stakeholder manager, L&D insights, thought leadership.
One to one deep dives on L&D trends and key topics	On request, one to one deep dives into the key topics and trends with the Thrive team.
Industry white papers	Early access to industry white papers.
Access to industry ebooks	Industry ebooks made available through Thrive Tribe.
Thrive birthday videos	Annual Thrive birthday video to celebrate a customer's platform achievements over the last year.

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Optimisation	
<b>Thrive Tribe Community Access</b>	Continued self serve support with implementation and access to client examples for inspiration.
<b>Training portal and guides</b>	Training materials hosted on Thrive Tribe.
<b>Platform configuration review</b>	Annual config review to ensure current platform config enabled is up to standard and a customer is getting the most out of the platform.
<b>Optimisation workshop</b>	Annual optimisation workshop covering some key elements of the platform as the homepage, tags, explore config, audiences and assignment approach. Also reviewing best practice review.
<b>New stakeholder fundamentals training</b>	A virtual training programme to enable your new admins to get the most out of the platform straight away.
<b>Advanced new stakeholder training</b>	An advanced face-to-face training programme focused on giving new stakeholders the knowledge of Thrive.
<b>User experience content flow session</b>	Review and ensure the current learner journey content approach based on your requirements.
<b>Annual platform healthcheck workshop</b>	Following up on the health check report, a face-to-face workshop focused on actioning the outputs of the report.
<b>Integrations/technical health check report</b>	An integration report highlighting any findings and suggestions based on platform review.
<b>Integrations/technical health check</b>	Annual review of all enabled integration to ensure the customer is getting the most out of what can be achieved.
<b>API access &amp; API Consultancy</b>	Continued access to API documentation for provisioning, data and skills.
<b>Content auto curation access</b>	Configure the auto-curation tool with one of our content partners.
<b>Historical completions data load</b>	Importing legacy LMS completions against existing content.
<b>Integration consultancy</b>	On request scoping calls to understand requirements.