



Thrive Mentoring Catalogue

Pro

What you'll get from our Pro service:

Implementation

Deliverable	Description
Implementation Support	Provision of a dedicated Thrive contact to support implementation through to go-live, including scheduled weekly check-ins during the implementation period.
Production and staging environments	Provision of access to a live production environment and a staging environment for testing, configuration and pre-launch review.
Fully branded site	Configuration of the platform theme to align with your brand and organisational requirements.
Supported setup and configuration	Setup and configuration to enable effective deployment of the platform within your organisation. Upload of a customer-provided skills taxonomy and goals for use within the platform, subject to agreed format and scope.
Explore page with a set of supporting content	Provision of a pre-defined set of guidance and resources within the Explore page to support Admins, Mentors and Mentees.
Timeline	Typical implementation timeframe of 6-10 weeks , subject to customer availability and requirements.
Workshops	Delivery of implementation workshops including stakeholder alignment, launch planning and platform enablement sessions. Stakeholder Alignment Workshop - Align stakeholders on programme objectives, audience, success measures and delivery approach. Launch planning to agree launch goals, use cases, communications approach and key implementation decisions. Platform Enablement Session- Guided walkthrough of the platform setup, core functionality, reporting and key administrative tools.
User management import	Guidance on the required data format and support with the initial user import into the Thrive platform.
API access - self-serve	Access to API documentation to support integrations relating to provisioning, data and skills, where applicable.

How to guides	Access to training materials, guidance documentation and supporting implementation resources.
Initial Mentoring Programme set up	Setup of the first Mentoring Space during implementation, including guidance on future configuration and management including expansion playbook.
Support onboarding	Introduction to the Thrive support team and support processes following implementation.

Launch and Enablement

Feature	Description
Launch Support	Delivery of launch support session to prepare stakeholders and users for programme go-live.
Mentor Momentum Pack	Provision of the Pro Mentor Momentum Pack to support mentor engagement and programme participation.
Mentor Webinar	Interactive enablement session for mentors covering the mentor role, expected activities, profile management and available support resources.
Launch Webinar	Launch session for the wider organisation introducing the programme, demonstrating how to participate and outlining key platform features and available resources.
Stakeholder Enablement	Provision of templated communications and stakeholder guidance to support internal advocacy and programme rollout.
Engagement Assets	Provision of the Pro Engagement Pack including editable templates and engagement guidance to support launch communications.

Customer Success

Deliverable	Description
Kick-off	Project kick-off session introducing the Thrive delivery team to key stakeholders, reviewing implementation inputs, and signposting available tools and resources.
Monthly check-ins	Monthly customer success sessions to review engagement, discuss programme progress and provide recommendations to support adoption.
Post launch momentum check-in	Review session following launch to assess early engagement, highlight successes and share recommendations to support continued usage.

Programme expansion support	Access to playbooks and templated expansion plans to support the growth and development of mentoring activity.
Dedicated microsite	Access to a dedicated microsite containing resources, guidance and supporting materials relevant to your mentoring programme.
Quarterly check-ins	Quarterly review sessions to discuss analytics, programme progress and relevant product updates.
Account Director	Access to an Account Director to support commercial discussions relating to your account.
Renewal strategy support	Support ahead of renewal, including platform usage review and high-level action planning.

Product

Feature	Description
On-demand content	Access to guidance materials and product announcements relating to new features and platform updates.
Roadmap	Visibility of Thrive's product roadmap outlining planned areas of development.
Beta feature access	Opportunity to access selected mentoring features in advance of general release via your staging environment, where available.
Feature suggestions	Ability to submit feature suggestions via your Customer Engagement Manager for consideration by the Thrive product team.

Additional Services

Mentoring Content Programme	Ready-to-deploy mentoring programme including mentor packs, mentee development tools, and action and reflection resources.	£10,000
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Thrive may update, improve or replace platform features and resources as part of ongoing product development. Any roadmap items, beta features or future capabilities are provided for indicative purposes only and are not contractual commitments.