



# Thrive Mentoring Catalogue

## Go

What you'll get from our Go service:

### Implementation

Deliverable	Description
<b>Implementation Support</b>	Provision of a dedicated Thrive contact to support implementation through to go-live, including scheduled weekly check-ins during the implementation period.
<b>Production and staging environments</b>	Provision of access to a live production environment and a staging environment for testing and configuration.
<b>Fully branded site</b>	Configuration of the platform theme to align with your brand and organisational requirements.
<b>Supported setup and configuration</b>	Guided setup and configuration support to enable effective deployment of Thrive Mentoring within your organisation.
<b>Explore page with a set of supporting content</b>	Provision of a pre-defined set of guidance and resources within the Explore page to support Admins, Mentors and Mentees.
<b>Timeline</b>	Typical implementation timeframe of <b>6-8 weeks</b> , subject to customer availability and requirements.
<b>Workshops</b>	Delivery of requirements gathering and stakeholder alignment workshops during implementation.
<b>User management import</b>	Guidance on the required data format and support with the initial user import into the Thrive platform.
<b>API access - self-serve</b>	Access to API documentation to support integrations relating to provisioning, data and skills.
<b>How to guides</b>	Access to training materials hosted within Thrive Tribe and a dedicated resource space within your Thrive Mentoring instance.
<b>Initial Mentoring Programme set up</b>	Setup of the first Mentoring Space during implementation, including guidance on future configuration and management.
<b>Support onboarding</b>	Introduction to the Thrive support team and support processes following implementation.

## Customer Success

Deliverable	Description
<b>Kick-off</b>	Project kick-off session introducing the Thrive delivery team to key stakeholders, reviewing implementation inputs, and signposting available tools and resources.
<b>Pre launch check in</b>	Pre-launch review session including guidance on launch readiness and introduction to the engagement and launch support pack.
<b>Post launch momentum check-in</b>	Review session following launch to assess early engagement and provide recommendations to support continued adoption.
<b>Community webinars</b>	Access to monthly community Q&A sessions hosted by Thrive Customer Engagement Managers, covering best practices, use cases and customer insights.
<b>Dedicated microsite</b>	Access to a dedicated microsite containing resources, guidance and supporting materials relevant to your mentoring programme.
<b>Quarterly check-ins</b>	Quarterly review sessions to discuss analytics, programme progress and relevant product updates.
<b>Account Director</b>	Access to an Account Director to support commercial discussions relating to your account.

## Product

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

## Additional Services

<b>Customised Momentum Pack</b>	Launch support pack including a 90-second launch video and branded banner to support programme	£1,500
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<b>Mentoring Content Programme</b>	Ready-to-deploy mentoring programme including mentor packs, mentee development tools, and action and reflection resources.	£5,000

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.