

## Deliverables catalogue

# Platform optimisation package

A summary of the services Thrive will deliver. The customer, term, number of support days, fees and payment schedule are set out in the order form to which this catalogue is attached.

## 1. Scope of the engagement

Thrive will move the customer's platform from adoption to a fully embedded, results-driven platform. All work is scoped from an initial platform health check, which sets the route for the build, configuration and workshop activity that follows.

## 2. Platform health check

A facilitated session followed by a written report containing findings, good-practice recommendations and prioritised actions based on your use cases. The session covers four stages:

- 1 **Discuss.** Your overall experience of the platform, feedback gathered and questions answered.
- 2 **Assess.** Your team's capability and understanding of the platform's features.
- 3 **Advise.** Guidance on good practice, with examples of a great look, feel and experience.
- 4 **Showcase.** You demonstrate your site and experiences so they can be levelled up together.

## 3. Build and configuration deliverables

| Deliverable                                | What is included                                                                         |
|--------------------------------------------|------------------------------------------------------------------------------------------|
| Explore and homepage overhaul              | Redesign and rebuild of the homepage and explore experience to reflect agreed use cases. |
| Total tag optimisation                     | Full review and restructure of the tagging taxonomy across the platform.                 |
| Content clean-up and archive               | Unlimited items reviewed, updated or archived, with an archive structure in place.       |
| New learning pathways                      | Design and configuration of new pathways aligned to your priority skills.                |
| Configuration and audience review          | Platform settings and audience segmentation reviewed and reconfigured.                   |
| Campaign configuration and engagement plan | Campaigns built in-platform, plus a written engagement plan for relaunch.                |

## 4. Workshops

Delivered face to face across the engagement, alongside your stakeholders:

| Workshop                                         | Focus                                                                    |
|--------------------------------------------------|--------------------------------------------------------------------------|
| <b>Success measures and use case realignment</b> | Agreeing the outcomes the platform is measured against.                  |
| <b>Homepage and explore exploration</b>          | Shaping the learner-facing experience ahead of build.                    |
| <b>Thrive powered by AI</b>                      | Where the platform's AI capability supports your team and your learners. |
| <b>Content planning</b>                          | Building a sustainable content pipeline and ownership model.             |
| <b>Enhancing your collaboration set-up</b>       | Getting more from social, groups and peer learning features.             |

## 5. How the engagement runs

- 1. Initial call.** You, your Learning Implementation Manager and our Account Director agree expectations, scope and outcomes.
- 2. Health check and report.** Findings, good-practice tips and recommended actions based on your use cases.
- 3. Workshops and build.** Workshop, build and configuration activity delivered alongside your stakeholders.
- 4. Handover.** Relaunch plan, engagement plan and a documented platform your team can maintain.

## 6. Working with your team

- Delivered by a Thrive Learning Impact Manager.
- Close collaboration with your Learning Implementation Manager and Account Director throughout.
- Technical assistance is included for issues raised during the project.

## 7. Assumptions and dependencies

- The customer provides stakeholder availability for the health check, workshops and build sessions across the term set out in the order form.
- Administrator access to the platform is available to the assigned Thrive specialist for the duration of the engagement.
- Content and brand assets required for the homepage and explore overhaul are supplied by the customer.

- Anything not listed in this catalogue is out of scope and handled as a separate change to the order form.
- Upon expiry of the Package Term, the Supplier shall issue a completion of works document to the Customer setting out the operational support services delivered during the Term. The Customer shall review and countersign that document within [5] Business Days of receipt. Failure by the Customer to countersign within that period shall be deemed acceptance of the completion of works document and the operational support services described therein.