thrive

Professional Services

Professional Services Catalogue

Thrive Pro Subscription



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 configured	Theme and platform settings configured based on customers' needs and requirements.
Timeline	Standard implementation timeline of 10–12 weeks to get the customer ready to go live.
Workshops	A series of workshops covering the core aspects of setting the platform up, covering Succeed, Plan, Launch, Configure, Integrate, Homepage & Explore and Skills workshops.
Fundamentals training	A series of training sessions covering the key aspects of Managing Content, Managing Users and Reporting & Analytics.
Face-to-face workshop support	Onsite workshop delivery where preferred.
User management import	Support with the creation of a user CSV template required for initial upload where required.
SAML-based single sign-on (SSO)	SSO configured and enabled on staging and production.
User management with SCIM provisioning	Support for Azure AD, Okta, One Login and JumpCloud IMS user provisioning set up.
API access – self serve	Access to API documentation for provisioning, data and skills.
API consultancy	Support and guidance from Thrive's Technical Integration Specialist.
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.
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Thrive Tribe community access	Self serve support with implementation and access to client examples for inspiration.

Implementation & PMO cont.

Training portal and guides	Training materials hosted on Thrive Tribe.
Project Manager	Project manager assigned to the implementation.
Standard hypercare	Project team available for up to 2 weeks after go live.
Project initiation	Project set up and resource booking.
Site refreshes (copy down)	Thrive can copy production into staging once during implementation.
Standard support onboarding	Introduction to our support team and way of working.
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.
Content auto curation access	Configure the auto-curation tool with one of our content partners.
Weekly implementation check-ins	Weekly 30-minute check-in calls with the project team.

Partnership & Success

Account Director	Dedicated Account Director providing strategic account management and commercial support.
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.
Account Check In	Check in calls to help customers progress towards their goals.
Customer Success Plan	Success plan aligned to agreed objectives, KPIs and measurable business outcomes.
Quarterly business review	Quarterly focus to review Initial project drivers against current performance and ROI impact.

Partnership & Success cont.

Annual alignment meeting	Annual alignment to agree on governance framework, share future roadmap, drive innovation and manage high priority initiatives.
Annual platform health check session	Yearly session covering the health check report and platform analysis.
L&D Project support: • Marketing strategy workshop • Skills workshop • Assignment workshop • Strategy sessions • Fundamentals training	Support may include, but is not limited to, workshops that cover: • Promotion of content, or platform/supporting a relaunch • Skill strategies support and configuration • Driving compliance best practices • Strategy approach • Managing Content, Managing Users and Reporting & Analytics sessions.
Platform enablement webinars	Virtual spotlight training sessions delivered every 6 weeks.
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.
Thrive Tribe Community Access	Access to the Thrive customer community, including resources, best practice guidance and inspiration from other Thrive customers.
Training portal and guides	Training materials hosted on Thrive Tribe.
New stakeholder fundamentals training	A virtual training programme to enable your new admins to get the most out of the platform straight away.
Case study support	Supporting customers with case studies or award submissions.

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.
Emergency phone line support access	Local numbers in the UK, US and Australia that you can call in an emergency.
On-demand knowledge base	Access to step by step guides on features in the platform.
Nominated ticket admins	Up to five named key contacts can raise tickets.
Platform availability	SLA of 99.99% platform uptime every month.

Product

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 feedback.
Feature suggestions	Suggest ideas for new features via your Account Director.

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.
Industry speaker opportunities	Have the opportunity to speak at Industry events such as Learning Technologies, Thrive Live and Conferences Thrive attend.
Workshops on L&D trends and key topics	Webinar sessions delivered on topic such as AI, future of L&D, how to become a better stakeholder manager, L&D insights, thought leadership.
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.

Optimisation

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.
Optimisation workshop	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.
Integrations/technical health check report	An integration report highlighting any findings and suggestions based on platform review.
Integration consultancy	On request scoping calls to understand requirements.
User experience content flow session	Review and ensure the current learner journey content approach based on your requirements.