

# Premier Support and Services

## Unlock value faster, then uplevel revenue outcomes every step of the way

Your team partnered with People.ai to pave a path to better pipeline performance and revenue generation. Working with our professional services team can help get you down that path faster and further.

Our Premier Support and Services offering takes a multi-faceted approach to optimize your success with People.ai. It starts with proper preparation to lay a solid foundation for future success. During the implementation and onboarding process, our consultants and project managers work with your teams to configure the product to support your key use cases and desired outcomes.

With this tailored plan in place, our team provides ongoing integration assistance and validates data quality and matching in your CRM. The service also includes a historical lookback analysis of your users' activities in order to surface the contact and account intelligence your teams need to improve account plans, territory designs, and deal execution.

You'll also receive instructor-led training to better prepare your teams to become true enterprise revenue intelligence experts.

### Key Service Benefits

Accelerate initial time to value and achieve ongoing benefits by:

- Deploying People.ai into your environment – quick, error-free, and with a validated setup
- Seamlessly onboarding new users, shortening the onramp to improved GTM productivity
- Tapping into our training curriculum that's fueled by best practices cultivated from hundreds of customer deployments
- Working with a dedicated team of People.ai experts that map and translate data into quantified business outcomes
- Receiving world-class support, with enhanced response-time SLAs

Our training follows best-in-class learning and delivery methods, and has been continually fine-tuned based on performance insights from hundreds of customers.

Lastly, because this is a recurring service, your People.ai team members will be primed and ready to help you keep up with new business demands and drive continuous improvements to pipeline and revenue performance.

# What’s Included With Premier Support and Services?

Glad you asked! Below are the boxes we’ll be checking, so your teams stay checked into more important matters – like engaging your most promising accounts and opportunities.

Included Features	
Initial deployment and implementation	✓
Two-year historical activities lookback analysis	✓
API configuration and data export setup	✓
GenerativeAI Configuration and Customization	✓
Project management and consultant resources	✓
Four (4) instructor-led virtual training sessions	✓
Shared customer support resources	✓
Enhanced support SLAs	✓

## Why Should You Partner with People.ai Professional Services?



### Our Experience

280+

Enterprises and counting have relied on us to deploy and optimize their People.ai technology



### High Satisfaction

95%

Of customers give us a 5-star rating for our implementation and onboarding services



### Faster Time to Live

5x

Accelerated time to live that customers experience when partnering with us

“ Working with People.ai was a first-rate experience. Expertise and diligence were second to none. They could not only support their platform, but helped us adapt ours and navigate the choppy waters of works councils and IT security teams. ”

Product Owner for Global Leader in Industrial Software

# Feature Description Table

Looking for more information on the available features from the previous page? You've come to the right place. Here is what the various features include and deliver.

Feature	Description
Initial Deployment and Implementation	Product deployment and implementation includes the following five steps: <ol style="list-style-type: none"><li>1. Business discovery sessions to align product usage to your primary uses cases</li><li>2. Go-to-market discovery sessions for custom data configuration</li><li>3. Technical integration assistance with your CRM and email service</li><li>4. Admin training for the People.ai web application</li><li>5. User data validation to ensure quality of data matching prior to CRM auto-creation of activities and contacts</li></ol>
Two-year Historical Activities Lookback Analysis	People.ai will ingest up to two years of historical user email and calendar data. Via our platform, we will match any business-related activity to your CRM accounts and opportunities to provide key insights. Additionally, we will identify a list of contacts who are engaged, but not in your CRM currently.
API Configuration and Data Export Setup	For customers looking to incorporate raw activity and contact API data from People.ai into their data warehouse for use with business intelligence tools, this service will assist with initial setup and configuration.
Instructor-led virtual training sessions	Virtual training sessions are tailored to persona-specific use cases (e.g., sales managers, sales reps, customer success managers, etc.). We cover practical scenarios to encourage live, in-app practice. Training sessions are led by People.ai product experts and include post-training emails with on-demand resources for learning reinforcement.
Services Resources	<p>Premier Support and Services offerings include access to a services project manager, as well as consulting and support resources who are deeply familiar with your environment and custom configurations. Providing this level of continuity throughout the customer lifecycle ensures a smoother overall experience, delivering added assurance that your objectives are achieved while helping surface other value-added use cases.</p> <p><b>Note:</b> Project management and consulting resources can provide up to 80 total hours of support, per resource, to aid in post-implementation projects.</p>
Enhanced Support SLAs	Enhanced support SLAs reduce standard response times by 50% from Customer Care when you open a technical support request. You are granted unlimited support requests and your requests are prioritized over customers that have standard support agreements.