



# The Unqork Success Plan

Realize the business value of no-code faster with the Unqork Success Plan



Your success is our top priority. We're successful when you're deploying transformational Unqork applications 3x faster than any other approach.

That's why we offer our comprehensive Unqork Success Plan to provide your organization with guidance and support from our world-class configuration and development experts.

The Unqork Success Plan is divided into three areas: Customer Success, Enablement, and Production Support.

**Customer Success:** dedicated Customer Success Manager and main point of contact to ensure your team's success.

**Enablement:** platform training and onboarding so your team can quickly realize the business value of Unqork.

**Production Support:** around the clock support to resolve Unqork platform issues.

## WHAT TO EXPECT

During your Success Plan Kickoff Meeting, our Customer Success team will:

- Work with your team to understand precisely what you want to achieve in the first 90 days.
- Define both our teams' roles & responsibilities and ensure everyone has environment access.
- Establish a team meeting cadence to proceed with your Success Plan.
- Set your team up with an onboarding dashboard with all their Success Plan KPIs

## KEY BENEFITS

- ✓ **Learn** from Unqork experts and apply your knowledge to improve your applications
- ✓ **Discover** best practices to ship the highest quality software
- ✓ **Implement** applications to improve your operations and increase business insights

## SUCCESS PLAN KPIS

Here are a few example KPIs we set in our customers' Success Plan Kickoff Meeting.

- Create 4 new workflows in 3 months
- Reduce ongoing process costs by 45%
- Grow submission volume from 300 to 600 in 2 months

# Success Plan Options

Three Success Plans for your business to choose from: Standard Success, Premier Success, and Signature Success. All of them provide guidance and support from world-class experts at Unqork.

	Standard 10% Net Spend	Premier 30% Net Spend	Signature Custom Price
<b>Platform Issue Response</b>	24x7x365 P1 coverage.  <b>First Response:</b> P1/SEV 1: <30 min P2/SEV 2: <2 hrs P3/SEV 3: <24 hrs P4/SEV 4: <48 hrs	24x7x365 P1 and P2 coverage.  <b>First Response:</b> P1/SEV 1: <20 min P2/SEV 2: <1 hr P3/SEV 3: <4 hrs P4/SEV 4: <8 hrs  Quarterly tickets review. Session Logging for 10 users.	24x7x365 coverage for all cases.  <b>First Response:</b> P1/SEV 1: <15 min P2/SEV 2: <30 min P3/SEV 3: <2 hrs P4/SEV 4: <4hrs  Monthly tickets review. Session Logging for 25 users.
<b>Environment monitoring and performance alerts</b>	Performance analytics with customizable alerting on thresholds	Performance analytics with customizable alerting on thresholds	Performance analytics with customizable alerting on thresholds. 24x7 Monitoring. Perpetual Regression Testing
<b>Account Management</b>	Named Customer Success Manager, and Technical Success Manager as applicable	Named Customer Success and Technical Success Managers	Dedicated Customer Success and Technical Success Managers
<b>Community</b>	Full access to Community Hub.	Full access to Community Hub.	Full access to Community Hub. Seat on Community Advisory Board.
<b>Enablement &amp; Documentation</b>	Unqork Academy, Documentation.	Unqork Academy, Documentation.	Unqork Academy, Documentation, Train the Trainer, Bootcamp Training, Custom Training.
<b>Extended Support Hours</b>	No	No	Custom Schedule
<b>Expert Advisory Services</b>	Basic Advisory	Advanced Advisory	Custom Advisory. Semi-Annual Technical Health and Architecture Reviews.

## About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

## Contact Us

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