



6clicks

Success Plans

# Success Plans

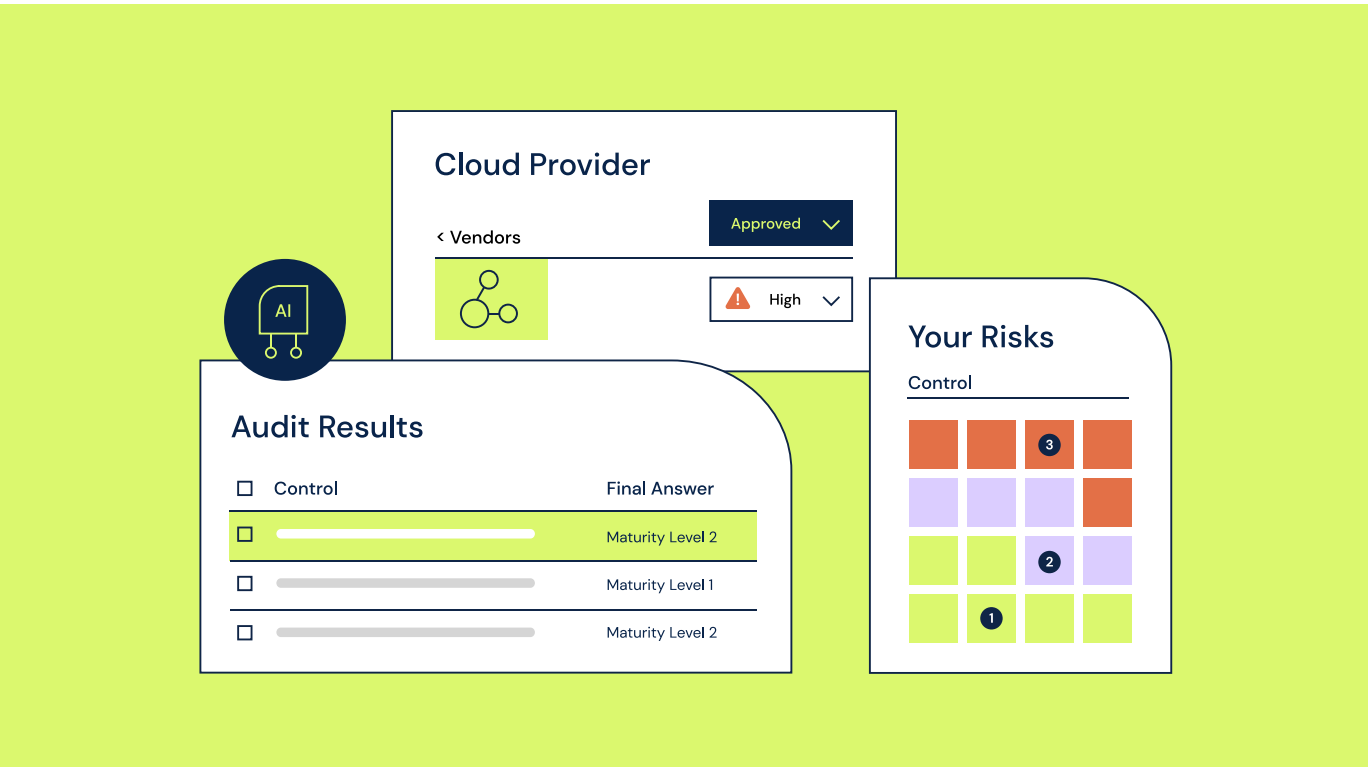
Our goal is to ensure that our customers achieve the value in 6clicks they have come to expect. We do this by putting client success at the forefront of everything we do. The 6clicks AI-powered GRC solution provides software that’s smart, not complicated. However, we know a little extra support goes a long way. That’s why we provide two success plans for our clients to choose from to best fit their needs. We are dedicated to helping you build trust with 6clicks and our success in supporting your implementation will be measured by adoption across your organization.

Standard Success Plan

Learn at your own pace with quick, self-guided resources at your fingertips. Take advantage of our experience built for the ultimate self-starter.

Premier Success Plan

Connect your teams to a wealth of 6clicks expertise through specialized programs and tailored engagements designed to help you achieve success with the Premier Success Plan. Reach your goals faster with access to expert guidance tailored to your risk and compliance outcomes.



## Plan Breakdowns

Item	Standard	Premier
<b>Onboarding</b>		
<b>60 min kick-off call with 6clicks Customer Success Manager (CSM)</b> Set your goals and kick-off your 6clicks journey to success	✓	✓
<b>Access to 6clicks Academy</b> Instructional self-paced video learning	✓	✓
<b>Access to 6clicks Knowledge Base</b> Database of guides and step by step how-to articles on product functionality	✓	✓
Access to in-app 6clicks roadmap and feature request tool	✓	✓
<b>Dedicated 6clicks CSM</b> Including digital health checks	✓	✓
Dedicated 6clicks Technical Point-of-Contact	✗	✓
<b>Implementation</b>		
Sandbox environment	✗	✓
Bi-weekly check-in calls with 6clicks CSM and Tech POC	✗	✓
<b>6clicks-led data migration services</b> Migrate your historical data off spreadsheets or an incumbent solution into 6clicks	✗	✓
<b>User and admin training from 6clicks technical resource</b> Tailored virtual training for your admins and end-users	✗	✓
6clicks-led platform configuration	✗	✓
<b>Bespoke content creation</b> Digitize your templates and content into 6clicks	✗	✓
<b>6clicks-led product consulting</b> Review of your current processes and use cases for translation into the 6clicks platform and best practices	✗	✓

## Plan Breakdowns

Item	Standard	Premier
<b>Ongoing Support</b>		
Access to <a href="mailto:support@6clicks.com">support@6clicks.com</a> for general support inquiries	✓	✓
Access to 6clicks customer portal	✓	✓
Access to 6clicks user community	✓	✓
Quarterly Business Reviews Including exclusive roadmap reviews.	✗	✓
Expedited support SLA	✗	✓
New product feature sessions with 6clicks Tech POC 6clicks Tech POC walkthrough of new product capabilities and value add to client's use cases.	✗	✓

For more information on your 6clicks support options, visit

<https://www.6clicks.com/customers/success> or contact your 6clicks Account Executive to help decide which plan fits your organization best.