



6clicks

# Premier Success Plan

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## 6clicks Premier Success Plan

At 6clicks, we put 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 Premier Success is included within your subscription – to provide support every step of the way from implementation and beyond. You'll receive dedicated assistance, practical guidance, and resources to use 6clicks effectively and maximize its impact across your organization.

### Plan Overview

Here's a brief overview of what's included with Premier Success. You can find more detailed information on the following pages.

Premier Success Plan	
Feature	Inclusion
Dedicated Customer Success Manager	✓
Dedicated Technical Point of Contact	✓
Kick-off call with your dedicated Customer Success Manager (CSM)	✓
Access to 6clicks project management software	✓
Access to 6clicks Academy	✓
Access to 6clicks Knowledge Base	✓
Access to 6clicks Support	✓
Regular check-ins with CSM and Technical POC	✓
Sandbox Environment	✓
Implementation Services	✓
Tailored Training	✓
Product Consulting to Operationalize your Use Cases	✓
Quarterly Business Reviews	✓
Roadmap & Product Briefings	✓

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## Your 6clicks Team

With Premier Success, you will have a **dedicated Customer Success Manager (CSM)** who is your main point of contact and advocate within 6clicks. Your CSM will work closely with you to understand your goals, provide guidance on best practices, and help ensure you get the most value from the platform. From onboarding and implementation to ongoing support, your CSM will be there every step of the way to help you achieve success.

You will also have a **dedicated Technical Point of Contact** who focuses on the technical aspects of your implementation and ongoing use of the platform, to help you make the most of 6clicks whilst ensuring it works effectively for your organization.

Together, your Customer Success Manager and Technical Point of Contact provide a complete support framework, combining strategic guidance and technical expertise to help you maximize the value of 6clicks.

## Your Premier Success Journey with 6clicks

Discover what's included and what to expect at every stage.

### Onboarding

#### Kick-off call with your dedicated Customer Success Manager (CSM)

Kick-start your 6clicks journey with a 60-minute session designed to set clear goals and lay the foundation for success.

#### Access to 6clicks project management software

Collaborate with your 6clicks team to track and manage your implementation using our project management software. Monitor milestones, stay aligned on tasks, and oversee progress from start to finish, ensuring a smooth, organized and successful rollout.

#### Access to 6clicks Academy

Begin your 6clicks journey with confidence. Our on-demand video learning experience gives you the flexibility to learn at your own pace, empowering you to understand key features and workflows before your session with your Technical Point of Contact. Get a head start and be ready to make the most of every step of your implementation.

#### Access to 6clicks Knowledge Base

Explore the 6clicks Knowledge Base for on-demand insights and step-by-step guidance. Curated by our specialists, it's your go-to resource for mastering 6clicks with confidence, available anytime, anywhere.

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## Implementation

### Partnering for Implementation Success

During your 6clicks implementation, bi-weekly sessions with your Customer Success Manager and Technical Point of Contact will keep your rollout on track and aligned with your goals. These sessions provide guidance across all aspects of implementation, from general configuration to tailored training, which are detailed further below.

### Sandbox Environment

Experiment, test, and explore 6clicks with confidence. Your dedicated sandbox environment allows your team to trial new configurations, workflows, and processes without affecting your live data. It's a safe space to innovate, validate changes, and train your administrators, helping ensure smooth rollouts and maximum adoption across your organization.

### General Configuration

We provide guidance on how to configure your 6clicks environment in alignment with your organization's needs. Working closely with your team, we can help tailor key aspects of your setup, such as:

- Roles and access controls
- Custom fields
- Workflow stages, where applicable
- Custom reporting and dashboards
- Branding

### Data Migration

If you're moving from spreadsheets or an existing solution into 6clicks, we can provide assistance and guidance to support your team with migrating your existing data (PDF, Word, Excel, etc.) into the platform. This may include, but is not limited to, risk registers, risk assessments, third-party information and policies. \*

*\*Assistance with data migration under the Premier Success plan is capped at 12 hours*

### Operationalizing your Use Cases

Your 6clicks Team will partner with you to bring your use cases to life in the platform. We will review your existing processes and challenges, provide guidance and strategic best practices to ensure your uses case(s) are operationalized to deliver maximum value across your organization.

### Tailored Training

Your dedicated Technical Point of Contact will deliver training sessions designed around your organization's unique use cases. These sessions will equip your 6clicks Administrators with the knowledge and confidence to manage the platform effectively.

All sessions are delivered virtually and must be carefully scoped and scheduled with your 6clicks Customer Success Manager. Sessions will be kept small, typically no more than 8 participants to ensure a focused high-quality learning experience, and will be recorded, giving your team the ability to revisit the training at any time.

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## Bespoke Content

Your 6clicks Team can provide guidance and training on best practices for bringing your bespoke content and templates into 6clicks. Content may include:

- Authority documents
- Control sets or governance documents
- Assessment templates
- Custom reports

*\*Assistance with data migration under the Premier Success plan is capped at 12 hours*

## Integrations

Maximize the value of 6clicks by connecting it to your key systems with guidance and support from your 6clicks Team. Our native integrations include:

- Okta or AzureAD for SSO
- ServiceNow CMDB for asset information
- Power BI for advanced reporting
- Zapier for workflow automation

Looking for a different integration? Connect with your 6clicks team to explore whether the Developer API could provide the solution you need.

## Ongoing Support

Your 6clicks journey continues beyond implementation, with ongoing expert guidance and support to ensure your platform runs smoothly and delivers lasting value.

## Strategic Cadences for Success

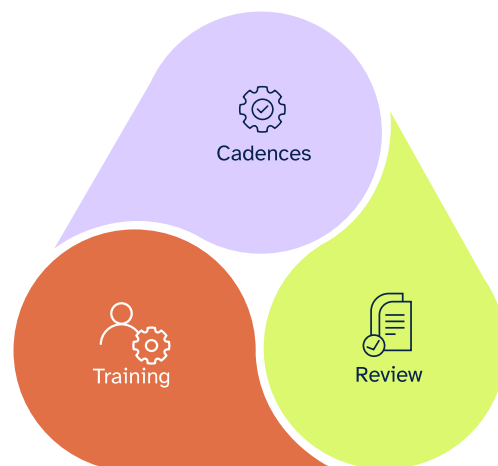
Maintain alignment and continue to maximize the value of 6clicks with regular check-ins, scheduled to suit your preferred cadence. Your 6clicks Team will provide expert guidance, address questions, and keep your team informed about product updates and new features that can enhance your workflows and use cases.

## Quarterly Business Reviews

Your 6clicks journey includes Quarterly Business Reviews to ensure continued success and alignment with your evolving goals. These sessions provide an opportunity to reflect on progress, review key achievements, and identify new opportunities to maximize the value of 6clicks across your organization.

## Tailored Training

Ongoing, personalized training ensures your admins remain confident and proficient with 6clicks. Whether your onboarding new team members or refreshing existing skills, sessions are delivered virtually and recorded for convenient reference, helping your team get the most from the platform at every stage.



## 6clicks Support

As a global organization, 6clicks offers support hours in all respective time zones Monday to Friday from 8am to 5pm.

### Contacting Support

If you are experiencing any issues with the platform or have questions and need to contact Support, you can contact Support using the following options:

1. Send an email to [support@6clicks.com](mailto:support@6clicks.com)
2. Submit a Support Ticket via the 6clicks Knowledge Base
3. In-App Chat Functionality

### Option #1:

#### Emailing Support

- Support email: [support@6clicks.com](mailto:support@6clicks.com)
- The Support email is monitored 24 hours a day for 6 days a week globally, excluding Saturday.
- The support team will receive a notification of your request or inquiry and will respond within the bound of the Support SLA.

### Option #2:

#### Submitting a Support Ticket via the 6clicks Knowledge Base

If you require additional guidance beyond what's available in the 6clicks Knowledge Base, you can easily submit a support ticket directly from the page you're on.



Knowledge Base Home

6clicks Home

Submit Support Ticket

Go to Customer Portal

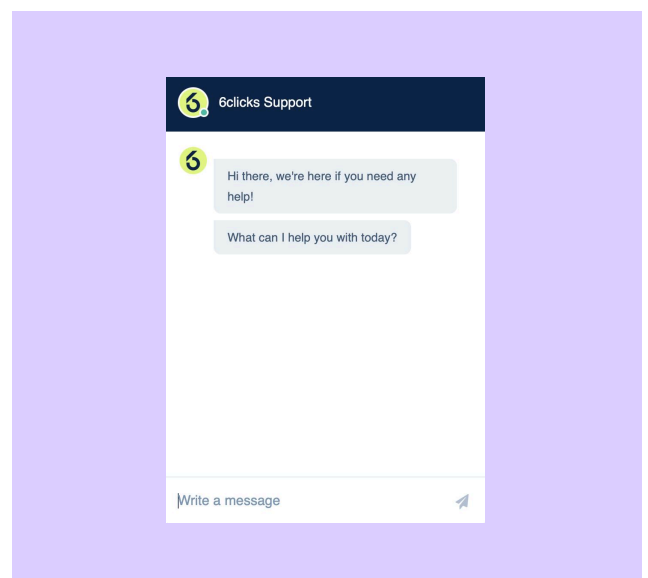
1. Navigate to the 6clicks Knowledge Base: <https://knowledgebase.6clicks.com>
2. Click 'Submit Support Ticket' at the top right of the page.
3. Fill out the form and click 'Submit'.

### Option #3:

#### In-App Chat Functionality

Support requests can be submitted via the In-App Chat. The In-App Chat function can be found at the bottom left of the tool.

1. Log into the 6clicks environment.
2. Click the Chat bubble to open the chat feature.
3. The chat feature will open. Type a message within the text box to start the chat.



A 6clicks representative will be assigned to your conversation. Should you not reach a resolution via the chat, a support ticket will be created from the chat and worked to completion. If the chat bubble disappears at any point, refresh the page and it will reappear.

## 6clicks Customer Portal

Customers who submit support tickets can view the status of the ticket at any time through the 6clicks Customer Portal. To access the Customer Portal, navigate to the 6clicks Knowledge Base and choose 'Go to Customer Portal'. From here, enter your login credentials to manage and view your open support tickets.



Note that clients must be provisioned access to the 6clicks Customer Portal. If you do not currently have access, you can register for an account from the portal homepage or reach out to **support@6clicks.com** or your Customer Success Manager.

## Expedited Support Service Level Agreement

### Response Times and Expected Support Experience

Severity	Situation	Response	Customer Expectation
Low	Minor functionality unavailability. Simple workarounds are available.  Little to no business impact.	<ul style="list-style-type: none"> <li>Respond to the ticket within 1 business day of receiving it.</li> <li>Assign ticket to an appropriate team member.</li> <li>Ticket will be responded to during normal business hours</li> </ul>	<ul style="list-style-type: none"> <li>The internal team will acknowledge the ticket and come to a resolution.</li> </ul>
Medium	Key functionality unavailable. No workaround is available.  The tool is still functional but not in an ideal state.	<ul style="list-style-type: none"> <li>Response to the ticket within 12 hours of receiving it.</li> <li>Assign ticket to an appropriate team member.</li> <li>Ticket will be responded to during normal business hours.</li> </ul>	<ul style="list-style-type: none"> <li>The internal team will acknowledge the ticket.</li> <li>The appropriate resources will be allocated to come to a resolution.</li> <li>Regular communication from respective support personnel.</li> </ul>
High	The system is down or severely impaired.  Productivity Blocker.	<ul style="list-style-type: none"> <li>Response to the ticket within 6 hours of receiving it.</li> <li>Assign ticket to an appropriate team member.</li> <li>8x5 effort to resolution.</li> </ul>	<ul style="list-style-type: none"> <li>The internal team will acknowledge the ticket.</li> <li>The appropriate resources will be allocated to come to a resolution.</li> <li>Regular communication from respective support personnel.</li> </ul>
Critical	Critical business impact.  Complete loss of a mission-critical project.  Needs immediate attention.	<ul style="list-style-type: none"> <li>Acknowledgment of issue within 1 hour.</li> <li>Ticket assignment and communication within 1 hour.</li> <li>24x7 effort to resolution.</li> <li>Escalation to the appropriate team within 1 hour.</li> </ul>	<ul style="list-style-type: none"> <li>Allocation of appropriate resources to sustain 24x7 continuous effort to resolve.</li> <li>Regular communication from respective support personnel.</li> </ul>