



Pyramid Enterprise Success

Customer Success Program

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Overview

The Pyramid Enterprise Success (PES) program is designed to provide best practice and support Pyramid customers in:

- Deploying and Onboarding Pyramid solutions
- Developing skills and knowledge to enable the platform
- Maximize return on investment and helping to drive broad adoption.

With regular update sessions and a dedicated customer success manager, our team will support you on your Pyramid journey. We can help by managing technical relationships, driving the highest level of user satisfaction and providing access to Pyramid consultants and product specialists for a range of Pyramid related services.

The PES program includes.

- **Customer Enablement Support**
 - **Pyramid Solution Development and Deployment**
 - Provide expert advice and support to develop prototype solutions to promote Pyramid to other areas of the business
 - Provide advice and guidance for new reporting and analysis requirements
 - Provide review sessions to optimize Pyramid solutions, including design, look and feel, etc.
 - **Pyramid Q&A / Advisory sessions**
 - Provide regular / schedule Q&A sessions to support super-user & business users with tips and technique
 - Support business change activities to support business users moving to Pyramid
 - Provide new product release updates and advice on how to use / apply new features / functionality
 - **Customer Success Management**
 - Account reviews focus on the following areas
 - Advice and guidance on deploying Pyramid solutions
 - Key technical issues impacting the use and expansion of Pyramid
 - Identify new business opportunities for Pyramid
 - Strategy Review
 - Provide product briefings on new releases
 - Manage and promote product 'ideas'
 - Escalation channel for critical support issues

Manage the PES program execution in co-ordination with Pyramid business and IT champions
- **Pyramid Education & Training**
 - Provide Pyramid training program for new Pyramid users
 - Provide education session to understand full product capabilities
 - Develop custom training Pyramid training content to support deployment and business change

To simplify the program, we enable customers to subscribe to one of 3 categories: Standard, Standard Plus and Premium. Each category is based on a maximum number of PES hours. You can simply call down on the allocated time as required. This provides you with the flexibility to plan resources as required to support your deployment plans.

The program categories are designed to support the size and scale of your Pyramid deployment, and the level of support required in addition to your in-house Pyramid resources.

The following table describes the 3 program categories and the typical allocation of time by program area. The customer success management time is fixed per category, however, the allocation of remaining time across customer enablement support, advisory sessions and Pyramid education is flexible based on customer plans.

The Standard and Standard Plus categories are based on a 12-month subscription. The Premium category is designed to support a 3-year subscription term and the number of days is typically allocated as follows; 30 days year 1 and 10 days year 2 and 3.

	Standard		Standard Plus		Premium		
	12-month contract		12-month contract		36-month contract		
	Days	Notes	Days	Notes	Days	Notes	
Customer Success Management	included	<i>Quarterly (4 x 0.5 days)</i>	included	<i>Monthly (12 x 0.5 days) 4 x 0.5 days</i>	included	<i>Monthly (12 x 0.5 days) 4 x 0.5 days</i>	
Account reviews							
Strategy Review							
Customer Enablement	3		10		16		
Pyramid Q&A / Advisory sessions	4	<i>12 x 0.25 days</i>	8	<i>24 x 0.25 days</i>	12	<i>36 x 0.25 days</i>	
Pyramid Education & Training	8		12		22		
Total	15		30		50		

Standard Blended Day Rate	\$ 1,800	\$ 1,800	\$ 1,800
Program Day Rate	\$ 1,710	\$ 1,602	\$ 1,494
Discount	5%	11%	17%
Cost	\$ 25,650	\$ 48,060	\$ 74,700

Customer Enablement Support

The following sections provide a summary of the range of support services we provide as part of the PES program. Your Pyramid technical account manager will work with you to design the appropriate program of support services based on your Pyramid deployment plans.

Solution Support

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- ▶ **We accelerate** Sometimes you need a pair of extra hands. That's where we come in to achieve fast results with a high attention to detail and quality, solving your business needs. We move at an experienced developer's pace and will execute flawlessly.

 - ▶ **We co-develop** The best way to learn is doing it on the job. Let's work side by side on your analytical challenges with an experienced set of eyes explaining you every step of the process. We will move at a learner's pace together with you and bring clarity in how we do things with Pyramid.

 - ▶ **We enhance** Sometimes a report, dashboard or publication doesn't perform, or you are not getting the visual expertise you expected. This is where we come in and can offer you a range of best practices, tips, tricks and workshop improvements. We will work in short workshop sprints and improve your Pyramid solution, environment and experience.

Solution Support Option	Description
Pyramid Report, Dashboard & Publication Building	When you need extra hands to accelerate delivery of Pyramid content in your organization, Pyramid can provide the analytic knowledge and experience. Our team spans a wide variety of technical and business background. We are experts in quickly understanding your organisation and your analytical goals in order to deliver rapid results.
Pyramid Solution Best Practices	Speed of insight comes from dashboards that load fast and are easy to understand. In these best practice workshops, we work alongside you to help you improve performance and increase the quality of your visualization designs.
Pyramid Explore Workshop	We love to prototype together with our customers. In an Explore workshop, we gather around the table, have a look at your data, use Pyramid, and prototype together with you, answering questions as we go. The goal is to provide you with insight and clear understanding how this software works. We show how you can use it yourself.
Pyramid Advisory Sessions	We support users in 1:1 session where we schedule typically an hour to talk about their technical and analytical challenges in Pyramid. Our solution experts will work with the internal user to create a solution for this problem.
Pyramid Assessment Workshop	Assessing a project with Pyramid based on various inputs can be a lot to handle. Using our approach, we can define the workload based on two-day workshop. We will define work streams for design, development and deployment to rebuild and provide the estimates to complete. We can work with you to co-develop the solution and enhance your product knowledge and experience.

**Performance
Troubleshooting**

Is your dashboard or publication running slow? There are different reasons why a dashboard or publication can take an unacceptable time to load: getting data, performing calculations, rendering your visualizations, populating your pick lists, etc. We are experts in identifying the causes and in guiding you to the best solutions.

Data Modelling

- ▶ **We assess** Sometimes the data is ‘dirty’ or requires enrichment with other data sources in order to be valuable. Do you need help with this data assessment? We will help you understand the inventory of your data and help you understand what the right strategy is to get the best out of this data.
- ▶ **We model** For analysts in the business, the process of preparing multiple sources or blend them together is a slow and painful process. What if the data is just not right to combine? Pyramid data prep solves this by delivering an intuitive and visual workflow for data blending, manipulating and enriching.
- ▶ **We educate** Whenever you want to go beyond traditional analytics our Data Science team is ready to answer your questions. We can support with Predictive analytics, data mining, machine learning and much more to help your case move forward.

Data Modelling Options	Description
Advanced Analytics	Discover a whole new side of your data that gives you answers to questions you didn't realize you ever had! Welcome to the world of advanced analytics. Release the power of machine learning, churn or sentiment analyses on your data. Pyramid can guide you through all complex analytics and visualize those in easy and understandable Pyramid-dashboards!
Data Model	A data visualization is only as good as the data you give it. In a Pyramid Data Model workshop, we work with you to clean, combine, filter, pivot, and enhance your own data. Learn how to integrate machine learning and use statistical programming languages R or Python. In addition, we help you to choose the right data model and storage to facilitate your Pyramid analysis.
Data Strategy Support	A data warehouse or data lake strategy is typically used to support reporting and data analysis. There are advantages to implementing a data strategy in collaboration with your analytics solution on the front-end. We have a lot of experience in deploying a DWH / Data Lake solution alongside with a solution like Pyramid.
Data Enrichment	Data enrichment refers to processes used to enhance, refine or otherwise improve raw data. This idea and other similar concepts contribute to making data a valuable asset for almost any modern business or enterprise. Pyramid can help you enrich your data by adding geospatial data, or other sources you think are applicable for your corporate data.

Learn Pyramid

- ▶ **We design** We have invested a lot of effort to build a world-class training curriculum with Pyramid. Our training content is divided into different levels and has extensive exercises for every step.
- ▶ **We deliver** We can train your team on-site or via the web, using the standard curriculum or a customize training program for your organization.
- ▶ **We train** Quality is our main driver so skilled up our team to be qualified trainers on all aspects of the Pyramid platform.

Learn Pyramid Modules	Description
Foundation	<p>This 3-day course is designed for the beginner to intermediate-level Pyramid user. It’s for anyone who works with data, regardless of technical or analytical background. This course teaches the important concepts and techniques used in Pyramid to move from simple to complex visualizations, learn how to combine them in interactive dashboards and publications. Available onsite and via web-based training.</p> <p><i>Based on Pyramid training modules: 100, 201, 203 & 205. Pre-requisite training course: None</i></p>
Data Modelling	<p>This one-day course is designed for the beginner to intermediate-level Pyramid user and is focused on business and IT users who want to develop data models to support Business Intelligence and Analytical solutions. This course covers how to build data model from single and multiple data sources, business level data transformations and data security. Available onsite and via web-based training.</p> <p><i>Based on Pyramid training modules: 200. Pre-requisite training course: Foundation Course</i></p>
Guided Actions	<p>This half-day course provides an introduction to guided actions for both Discover and Present. This course covers how to embed guided actions in Discover reports and visualizations, and Present dashboards, to enhance Pyramid solutions. The course includes drill through examples, dashboard navigations options and integration with web-based applications. Available onsite and via web-based training.</p> <p><i>Based on Pyramid training modules: 211. Pre-requisite training course: Foundation Course</i></p>
Shareable Business Logic	<p>This one-day course provides an introduction to Formulate and how to create, use and manage shareable business logic. The course includes formula, dynamic lists, parameters and KPI examples, and we demonstrate how to develop advanced analytical solutions. Available onsite and via web-based training.</p> <p><i>Based on Pyramid training modules: 209. Pre-requisite training course: Foundation Course</i></p>

Learn Pyramid Modules	Description
Advanced Discover	<p>This one-day course builds on the skills and knowledge gained on the Foundation course and explores the advanced Discover options. This course covers advanced data visualizations techniques and how to develop dynamic reports and analyses.</p> <p><i>Based on Pyramid training modules: 212. Pre-requisite training course: Foundation Course</i></p>
Advanced Model	<p>This one-day course builds on the skills and knowledge gained on the Data Modelling course. This course covers master Flows, Error Handling and Alerts, and an introduction to Machine Learning.</p> <p><i>Based on Pyramid training modules: 212. Pre-requisite training course: Foundation Course</i></p>
Content Management	<p>This half-day course provides an introduction to the Content Management systems and explains how to manage and deploy content. The course covers content and metadata security, how to manage content changes based on data model changes, content versioning and lineage.</p> <p><i>Based on Pyramid training modules: 215. Pre-requisite training course: Foundation Course</i></p>
Administration	<p>This one-day course provides in-depth coverage of Pyramid administration. The knowledge and skills acquired are best geared towards those who will be administering the Pyramid platform, including managing content, users, permissions and platform settings. Available onsite and virtually.</p> <p><i>Based on Pyramid training modules: 200. Pre-requisite training course: None</i></p>
My Discover	<p>A one-day workshop allows students to work from their own data. It allows attendees to first learn the product using standard Discover training samples and then to apply the concepts to their own data to build visualizations. Available onsite.</p> <p><i>Pre-requisite training course: Foundation Course</i></p>
My Present	<p>A one-day workshop allows students to work from their own data and develop a dashboard solution. It allows attendees to first learn the product using standard Present training samples and then to apply the concepts to their own data to build a dashboard. Available onsite.</p> <p><i>Pre-requisite training course: Foundation Course</i></p>
My Publish	<p>A one-day workshop allows students to work from their own data and develop a publication. It allows attendees to first learn the product using standard Publish training samples and then to apply the concepts to their own data to build a report bursting solution. Available onsite.</p> <p><i>Pre-requisite training course: Foundation Course</i></p>
Custom Training Program	<p>Design your own Pyramid training program to meet your team's requirements. Our Customer Success teamwork with you to design a training program based on the Pyramid training module to meet your training and deployment requirements. Available onsite and virtually.</p>

The following learning paths have been designed to help you develop your skills and experience in developing Pyramid solutions

