



Essentials

Gainsight Implementation



Success Delivered

About Wigmore IT

*As **Gainsight's** premier consulting partner in EMEA, Wigmore is the trusted Customer Success advisor to hundreds of organisations globally. Using our unique "Wigmore Way" consulting approach we design and implement the optimum strategy for your customers success and your companies growth.*



Experience



Customer Success

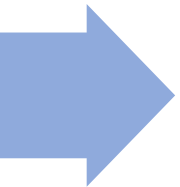
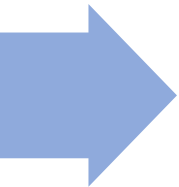
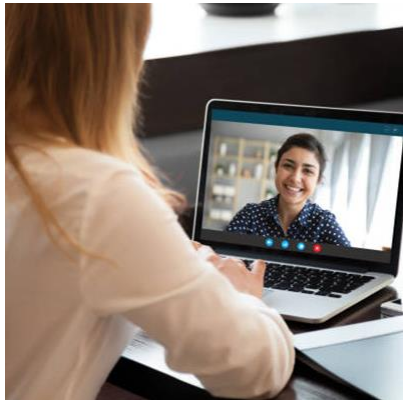


Partnership



Wigmore's Prescriptive Approach to Accelerate Onboarding

Go live with Essentials in as little as 4 weeks*



- PURCHASE**
Complete your buying experience with **Gainsight**.
- KICKOFF**
Meet your **Wigmore** onboarding team and define your scope and schedule.
- INITIALIZE**
Start the install and configuration process and map your data.
- BUILD**
Develop your core objects, workflows and capabilities.
- ACTIVATE**
Test, train, **GO LIVE**, and drive adoption with core users.
- RUN**
Stabilise, optimize and expand your skills and user base.
- OPTIMIZE**
Engage and align with the **Gainsight** CS team and community.



Week 1	Week 2	Week 3	Week 4	Week 5 - 6
Kick Off	Initialise	Build	Activate	Run & Optimise
5-6 Customer Hours	5-6 Customer Hours	20-25 Customer Hours	5-6 Customer Hours	3-6 Customer Hours
<ol style="list-style-type: none"> Kickoff & Discovery Workshop Scope and Schedule Review Procure the NXT GS Environment Install and Configure CRM Package Whitelist Set-Up Master Data Mapping Workshop 	<ol style="list-style-type: none"> Customise Company and Contact Objects Build Rules to populate Company and Contact Objects C360 and Gainsight Home Workshop Intro to CTA Rules Workshop 	<ol style="list-style-type: none"> Review and build CTAs and Playbooks Review and build Health Scorecards Intro to Dashboards and Reporting Workshop Intro to Success Plans Workshop Journey Orchestrator and Surveys Workshop Pilot CSM Go-Live 	<ol style="list-style-type: none"> End User Training Preparation Workshop User Set-Up Go-Live Mentoring Support 	<ol style="list-style-type: none"> Implementation Review and Mentoring Session Develop Oversight Reports/Actions Assist in Building Operate Model Assist with Roadmap Next Steps for CS Org Project Close Meeting Transition to Gainsight Customer Success Team
<p>Pre-work to be provided by Wigmore</p> <ul style="list-style-type: none"> Customer key role RACI spreadsheet Data mapping and key field spreadsheet 				

Sample Onboarding Methodology and Timeline.



	Standard	Plus
Users in System	2 Weeks	2 Weeks
Discovery & Design	<ul style="list-style-type: none"> •Kickoff Meeting •Scope Review/Schedule Planning session •Project Portal (via Success Plans) 	<ul style="list-style-type: none"> •Kickoff Meeting •Discovery session(s) to determine customer business requirements for CTAs, Playbooks, Reports, etc. •Scope Review/Schedule Planning session •Project Portal (via Success plans) •Roadmapping Sessions •Assigned Project management professional
Data Integration	<ul style="list-style-type: none"> •1 CRM (SFDC, Dynamics or HubSpot) 	<ul style="list-style-type: none"> •Total of 3 data mappings •Up to 50 attributes per object table •1 CRM (SFDC, Dynamics or HubSpot) •2 Additional Sources (Directly Connected or Via S3 Flat File)
Configuration	<ul style="list-style-type: none"> •Implementation of Gainsight Timeline •Implementation of Gainsight 360 Layout •Implementation of 3 C360 layout Reports •1 Pre-configured Customer Scorecard with 4 Measures Sentiment, ROI, Engagement, Customer Experience •6 Pre-Developed Automated CTA's New Customer, EBR, Upcoming Renewal, NPS Promoter, NPS Detractor, NPS Passive •Up to 12 Pre-Developed Playbooks •1 Preconfigured My Portfolio Dashboard - 4 reports •1 Preconfigured GS Home view - 6 reports •1 Preconfigured Customer Dashboard - 6 reports •1 Preconfigured CSM Performance Dashboard - 6 reports •1 NPS survey / single step JO 	<ul style="list-style-type: none"> •As Standard package, Plus •1 Custom Scorecard w/ Up to 6 Measures - 4 Auto / 2 Manual •3 Dashboards (Customer, CSM Performance, Adoption) •1 Pre-configured Support dashboard - 12 reports •1 Multi Step Journey Orchestrator Programme •Implementation of CX Centre •Implementation of Customer Specific Requirements (up to 10 hours)
Customer Launch	<ul style="list-style-type: none"> •User Go Live •Post launch check in x2 	<ul style="list-style-type: none"> •UAT Testing support •Final Go-Live Support
Post-Launch Support	<ul style="list-style-type: none"> •Project Close/Transition Meeting w/ Gainsight CSM Team 	<ul style="list-style-type: none"> •Project Close/Transition Meeting w/ Gainsight CSM Team •Check ins - post onboarding reviews x 2
Documentation	<ul style="list-style-type: none"> •Delivery of documented integration design/configuration 	<ul style="list-style-type: none"> •Delivery of documented integration design/configuration
Full Go Live	4-6 weeks	6-8 weeks
Standard Fee	Standard Fixed Fee	Standard Fixed Fee
Add-Ons	<ul style="list-style-type: none"> Custom build support (Gold/Silver/Bronze) Success Plans Business Modeler Gainsight PX 	<ul style="list-style-type: none"> Custom build support (Gold/Silver/Bronze) Success Plans Business Modeler Gainsight PX



Contact Us

3 Waterhouse Square
138 - 142 Holborn London
EC1N 2SW, United
Kingdom

Wigmore IT Group
5 School House Lane East
Dublin D02 N279
Ireland

Galway Business Enterprise Park
Portershed, Galway, H91 HY51
Ireland



www.wigmoreit.com