WIGMORE
Information Technology

GAINSIGHT ADMINISTRATOR AS A SERVICE

Is your organisation at a size where you are struggling to find the right resources to administer your Gainsight implementation?

Alternatively, have you reached a point where the sheer size and complexity of your processes require the reassurance of having a dedicated Gainsight expert on hand to deal with the day to day maintenance of your Gainsight environment?

Wigmore IT Group provides a service where you can effectively outsource these tasks, allowing your customer success organisation to focus on its core competencies and objectives, secure in the knowledge that your Gainsight engine is always tuned to perfection and ready to support your evolving needs

Gain access to your named fully certified Gainsight administrator, who will be fully briefed on your instance and processes and ready to make those tweaks and improvements as your needs and requirements evolve.

Our admin as a service offering comes in three versions, Bronze, Silver & Gold to best align with your needs and scale. Each version is based on an unlimited* 12 month contract, payable quarterly in advance. Email us at success@wigmoreit.com for pricing & more information.

Why choose Wigmore IT Group as your Customer Success partner?

- With over 20 years in the SaaS industry, we have **more varied and relevant experience.**
- With over **200 successful Gainsight CS and PX engagements** under our belts, we've seen it all before!
- We take a **pragmatic** approach to deliver the **earliest possible value** to your team.
- We dismiss industry **"best practice"** (!) in favour of what your data, combined with our experience, tells us to do for early success.

Features	Bronze	Silver	Gold
Customer 360 Layout	✓	✓	✓
Relationship 360 Layout			✓
Reports & Dashboards	✓	✓	✓
Scorecards	✓	✓	✓
Call to Actions		✓	✓
Playbooks	✓	✓	✓
Email Templates	✓	✓	✓
Simple Journey Orchestrator		✓	✓
Complex Journey Orchestrator			✓
Integrations			✓
Data Designs		✓	✓
Sally Bot	✓	✓	✓
Training		✓	✓
Success Snapshots		✓	✓
Quarterly Strategy Review			✓

*Subject to a fair usage policy