



# Quinyx Success Plans

Realize value faster with expert guidance and support.

# Get the most out of Quinyx with our Success Plans

Access expert guidance and strategic planning from our tenured Success team at any time, and achieve the business outcomes you want. Each plan provides tailored guidance and support from our experts at Quinyx. Whether you're looking for self-guided resources or sophisticated AI optimization exercises, there's a plan for you.

## Bronze

Meet your goals with an experienced 8/5 online support team and a library with self-guided resources in our Help Center.

## Silver

Get more out of Quinyx with a dedicated Customer Success Manager and access to 8/5 support via phone.

## Gold

Enjoy faster response times, a yearly configuration review, and exclusive access to our product roadmap.

## Platinum

Peace of mind, by default. The fastest response times our team has to offer, AI data optimization exercises, and ongoing world class support.

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	Bronze	Silver	Gold	Platinum
Support Portal	✓	✓	✓	✓
8/5 online Support	✓	✓	✓	✓
Support via phone		✓	✓	✓
Customer Success Manager (CSM)		✓	✓	✓
Support Enhanced Service Level Agreement (SLA)			✓	✓
Quarterly Roadmap Webinar - Inside Quinyx			✓	✓
24/7 Support				✓
Nominated Customer Support Advisor				✓
Executive Sponsor				✓
Data Optimization exercise ('Optimize' customers only)				Yearly
Configuration Review			Yearly	H1 and H2
Business Review		H1 and H2		Quarterly
Additional investment (% of Annual fee)	Included	+5%	+10%	+20%
Minimum cost of plan		>4K	>€10K	>€25K

# Glossary

## **Quinyx Community**

Connect with other Quinyx customers in our community forum. Here you can share experiences, connect with peers in your industry and see tips from Quinyx team.

## **Support Portal**

Connect with the Quinyx Customer Support Team through our Support Portal. Access FAQs, ask questions and track the status of outstanding support tickets.

## **8/5 Online Support**

Get your questions answered by our Support team between 8AM - 5PM local time. Tickets will be handled according to the Quinyx Standard Service Level Agreement. (Supported time zones: EET, CET, GMT, EST, CST, MST, PST, ACT, AET)

## **Outbound support by phone from Quinyx to you**

Get quick-fix issues resolved faster with a phone call from Quinyx to you. In this case, our Quinyx Customer Support Team will set up a call with you to resolve a ticket. (Supported time zones: EET, CET, GMT, EST, CST, MST, PST, ACT, AET)

## **Inbound support by phone from Quinyx to you**

Call our Customer Support Team directly between 9 AM - 4 PM local time to find answers to your questions. (Supported time zones: EET, CET, GMT, EST, CST, MST, PST, ACT, AET)

## **Customer Success Manager (CSM)**

Get the value you want out of Quinyx with a dedicated Customer Success Manager assigned to you. The Customer Success Manager will connect you with other WFM experts within Quinyx to help you maximise your success. They increase the awareness of Quinyx's products, services, solutions, its capabilities and value. They are your Quinyx advocates.

## **Business review**

A strategic meeting to connect with you, review the progress you are making on reaching your business goals and how you can further best leverage Quinyx.

## **Support Enhanced Service Level Agreement (SLA)**

The enhanced Service Level Agreement offers you even shorter response times to your Support questions. Instead of a 24-hour response time, your questions will be answered in 8 business hours.

## **24/7 Support**

You can reach the Customer Support Team 24 hours a day, 7 days a week, online or via phone.

## **Data Optimization exercise ('Optimize' customers only)**

A Quinyx Solutions Consultant will book a session with you to go through your current set-up and identify if any improvements can be made to the algorithms currently running. A data exercise is run to validate if the AI setup still aligns with your business goals and to find potential improvements.

## **Quarterly Roadmap Webinar (Inside Quinyx)**

Stay on top of the Quinyx product development on a recurring basis. The Quinyx Product Team presents at a webinar for our customers with a Gold and Platinum plan to go through the development roadmap, focus areas for development and answer questions regarding product development.

## **Nominated Customer Support Advisor**

The nominated Customer Support Advisor provides an extra level of service between you and the Quinyx Support team. This helps us to gain a high-level understanding of how your business is structured, which provides us with a deeper insight and level of expertise when we handle your support cases.

## **Executive Sponsor**

One of our senior management team will be on hand as the Executive Sponsor in order to form a strong strategic relationship with you. A chance to discuss market trends, your business needs and align this with how the Quinyx business is developing.

## **Configuration review**

The Configuration review is a collaborative effort aimed at gaining a deeper understanding of how you work and the unique aspects of your business. This will involve a comprehensive analysis of your current system status. Following this analysis, we will present our recommendations for improvements. We are committed to ensuring that your Quinyx configuration is aligned with your current needs.

## Questions?

Don't hesitate to contact us.

[csm@quinyx.com](mailto:csm@quinyx.com)

