



Quinyx Success Plans

Realize value faster with expert guidance and support

Get the most out of Quinyx with our Success Plans

At Quinyx we are passionate about customer success at all times and want you to be successful. That's why we offer four bundled Success Plans that help you meet your unique business needs. Whether you're looking for personalized guidance, a self-guided plan or something in between, we have a plan that will suit you.

Get the right level of support

Our Support Plans are designed to give you the right mix of tools and access to expertise. Learn more about the Success Plans down below.

Bronze

The Bronze Success Plan helps you achieve your goals with self-guided resources and access to 8/5 support.

Silver

Get more out of Quinyx with an assigned Customer Success Manager and access to 8/5 support via phone (inbound and outbound).

Gold

Take the next step and get enhanced SLA and a yearly configuration review with a Quinyx expert. Get exclusive insights on Quinyx Strategy, roadmap and more.

Platinum

Maximise your business value with our Platinum plan. This plan adds to the benefits of the Gold plan with 24/7 support, a yearly optimization data exercise and more.

Four Success Plans for your business to choose from:

Bronze, Silver, Gold and Platinum. Each plan provides tailored guidance and support from our experts at Quinyx.

	Bronze	Silver	Gold	Platinum
Customer Support Community (Coming 2022)	✓	✓	✓	✓
8 x 5 support online	✓	✓	✓	✓
Access to Support Portal	✓	✓	✓	✓
Outbound support by phone from Quinyx to you	✓	✓	✓	✓
Inbound support by phone from you to Quinyx		✓	✓	✓
Dedicated Customer Success Manager		✓	✓	✓
Enhanced SLA			✓	✓
24/7 support via phone and online				✓
Dedicated Customer Support Advisor				✓
Dedicated Quinyx Executive Sponsor				✓
System Usage Review		Twice yearly	Quarterly	Quarterly
Configuration Review			Annually	Twice yearly
Roadmap presentation			Twice yearly	Twice yearly
Optimization Data Exercise for AI customers				Annually
Additional investment (% of Annual fee)	Included	+5%	+10%	+20%
Minimum annual contract value with Quinyx		>€10K	>€30K	>€50K

Glossary

24/7 support via phone and online

You can reach the Customer Support Team 24 hours a day, 7 days a week, online or through inbound and outbound phone.

8x5 support online

Get answers to questions online from our support team between 8 AM – 5 PM local time. The time zones we support are EET, CET, GMT, EST, CST, MST, PST, ACT, AET. Tickets will be handled according to the Quinyx Standard Service Level Agreement.

Access to Customer Support Community

Connect with other Quinyx customers in our online community environment. Here you can share experiences, tips and tricks with peers in your industry and beyond.

Access to 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.

Configuration review

The Configuration review is a joint exercise, to make sure you have the best solution based on your current needs. We will do a review based on your feedback and the need for your business, analyse the current status and give recommendations for any improvements.

Dedicated Customer Success Manager

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 through all sorts of reviews as well as conduct regular Business Reviews. They increase the awareness of Quinyx's products, services, solutions, its capabilities and value. They are your advocate at Quinyx.

Dedicated Customer Support Advisor

The nominated Customer Support Advisor will learn about your business in more detail to enable our Customer Support team to give your Quinyx users even better service. They will be introduced to you during the Implementation handover so that we can start to build the knowledge and relationship with you at the right time. The Support Advisor will also liaise with your Customer Success manager to update on support related topics.

Dedicated Executive Sponsor

Get a partner within Quinyx management with an Executive Sponsor. The Executive Sponsor will offer a dialogue to discuss market trends as well as your business needs and how that fits into how the Quinyx business is developing and what Quinyx is focusing on. The Executive Sponsor will help voice your WFM needs within Quinyx.

Enhanced 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.

Inbound support by phone from you to Quinyx

Call our Customer Support Team directly between 9 AM – 4 PM local time to find answers to your questions. The time zones we support are EET, CET, GMT, EST, CST, MST, PST, ACT, AET.

Optimization data exercise for AI customers

Get an annual session with a Quinix AI Solutions Consultant who will perform a data exercise with you. The purpose of this session is to validate if the AI setup still aligns with your business goals, to find potential improvements and to get recommendations. This exercise is only applicable to customers using Quinix AI solutions.

Outbound support by phone from Quinix to you

Get quick-fix issues resolved faster with a phone call from Quinix to you. In this case, our Quinix Customer Support Team will set up a call with you to resolve a ticket.

Roadmap presentation

Stay on top of the Quinix product development on a recurring basis. The Quinix Product Team will run 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.

System Usage review

Get insights and reports about your usage of the Quinix system on a recurring basis. Recommendations will be made to increase usage and get more value of Quinix.

