

Continuous Success Package

When you invest in Prophix, you invest in ongoing support from our team. No matter where you are in your financial journey, we're here for you. Get the most out of Prophix with our Continuous Success Package.



Access to Product Experts

- Design assistance and product guidance
- How-to's and more
- Proactive business cycle reviews
- Customized training sessions
- Data integration assistance

Dedicated Customer Success

Your Customer Success Manager (CSM) is your advocate. Together, you can discuss:

- How to maximize end-user experience and product adoption
- Enablement and training materials
- Product feedback
- Long-term planning and collaborative roadmap creation
- How to optimize your Prophix investment

Access to Prophix Academy

- Unlimited access to Prophix Academy for CSP subscriber
- Additional subscriptions to share with your team

Conference

- One pass to the Prophix Conference every year
- First pick of Prophix Conference workshops

Interactive Webinars

- Monthly consultant-led webinars focused on specific features and functionality

New Admin Onboarding

If your Prophix admin changes roles, don't worry! Our team will work with your new admin to bring them up to speed on your deployment.

- Training program with mix of self-paced video learning, live hands-on video sessions and live classes with product experts
- Solution walkthroughs
- User cheat sheet

Sandbox Environment*

- Access to your own Prophix Sandbox Environment for testing and training requirements
- Cloud customers get access to pre-release updates in their sandbox before end-user rollout

10%*

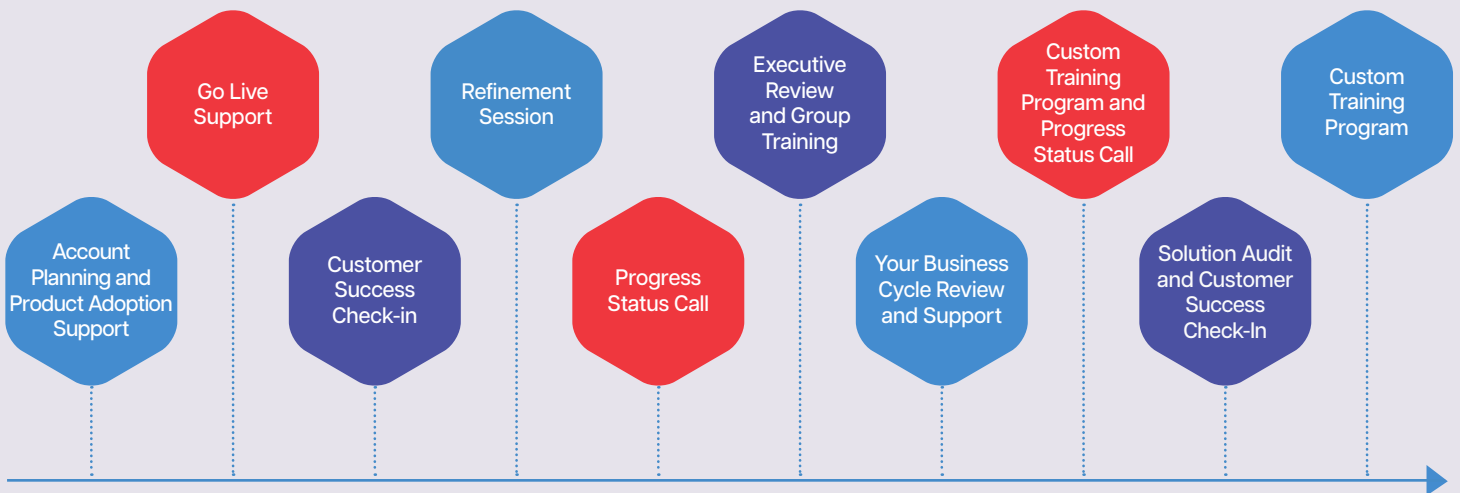
discount on training, conference passes, and professional services with the Continuous Success Package.

But wait, there's more...

- Answer your questions as you navigate key business processes
- Assistance with end-user adoption
- Ad hoc solution and process reviews
- Bi-annual remote group training session
- Requirement gathering sessions
- Guided training based on usage
- Updating and adjusting existing data integrations



A look at your CSP journey



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