Continuous Success Program: CSP & CSP+

When you invest in a CSP or CSP+, you invest in ongoing support from our team to ensure you're getting the most out of your investment in Prophix.

Access to the Prophix Customer Success Team

Your CSP gives you access to product advisors and a dedicated Customer Success Manager (CSM). These partnerships help you with:

- Design assistance, product guidance, and how to's
- Proactive business cycle reviews, long-term planning, and collaborative roadmap creation
- Customized training and data integration assistance to maximize user experience and product adoption
- Tips and tricks to optimize your Prophix investment

Extended learning opportunities

- Access to Prophix Academy (number of subscribers varies based on CSP or CSP+)
- One complimentary registration for annual Prophix Live! conference
- Monthly consultant-led webinars focused on specific features and functionalities

New admin onboarding

If your main Administrator changes roles, 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 roll-out

10%*

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

* Only available on a multi-year subscription.

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

What's the difference between CSP and CSP+?

	CSP	CSP +
Prophix Help Center ticketing access	Up to 5 active users	Unlimited users
Live chatbot support	Monday - Friday 9:00am - 5:00pm	Extended hours
Front of the line access to our support team	<4 hours for critical <8 hours for non-critical during business hours	<1 hour for critical <4 hours for non-critical available
Support availability	Monday - Friday 9:00am - 5:00pm	24/7 for high/critical Issues
Access to Prophix Academy	Up to 4 Learners*	Up to 10 Learners and curated content available to help end users
Influence the product roadmap with opportunities to review future developments, provide feedback, and participate in Beta programs.	Not included	Included
Access to Pathways online content	Available a la carte	Included

A look at your CSP journey

- Account Planning and Product Adoption Support
- Go Live Support
- Customer Success Check-in
- Refinement Session
- Progress Status Call
- Executive Review and Group Training
- Your Business Cycle Review and Support
- Custom Training Program and Progress Status Call
- Solution Audit and Customer Success Check-In
- Custom Training Program

Prophix®