

MissionSuccess

# The strategies, services, and tools to put your success on the fast track

At Certinia, your success is our mission. With any Certinia solution you choose, you enjoy Certinia's MissionSuccess. This robust program aligns the strategies, services, and tools you need to realize value faster, improve your team's adoption and experience, and chart your path for the future.

The program comprises three valuable components:

## 1

### **LAUNCH PAD: Accelerating time-to-value**

The MissionSuccess Launch Pad is the starting point for your journey with Certinia. It delivers services and tools to help you go live quickly and begin realizing value from your investment in Certinia.

Launch Pad includes everything you need to craft your experience, with a focus on accelerating time-to-value. Whether you're just getting started or adopting new Certinia solutions, all Launch Pad capabilities are at your disposal, including:



**SuccessBoosters.** Based on best practices defined by the fastest-growing and most innovative services, SuccessBoosters offer you a pre-configured deployment that can be adapted to your unique needs.

**Training.** Bring all your users up to speed quickly with fundamental instructor-led training.

**Tools & Technology.** Bring your data together with connectors into the common applications you already use, including Jira, Concur, Avalara, and many others.

**Value Planning.** Work with the Certinia value team to chart out the impact we can have on your business.

**Implementation Services.** Leveraging our proprietary methodology, Certinia's professional services teams can help you implement quickly and effectively.

**Leading practices.** Our approach leverages best practice-driven business process models and best-in-class solution architecture to take your usage to the next level.

**Partners.** Engage with the best and brightest in the Salesforce ecosystem. Our vast partner ecosystem provides a myriad of services around implementation, change management, and process optimization.

## 2

### CONTROL CENTER: Delivering continuous ROI

With the MissionSuccess Control Center, you can access the services, tools, training, and community your team needs to keep your entire Certinia journey on track—at any stage of your journey.

With Control Center, you can develop a deep-rooted process that continuously improves your Certinia investment. Here, for example, is where you'll find Certinia Academy, which provides on-demand and modularized training for your entire team. Clear and relevant learning opportunities are easily searchable and designed to keep your team up-to-speed, enhancing the impact of your Certinia investment. Other components of Control Center include:

**Reporting & Analytics Check.** Check in and optimize the impact of your Certinia investment. Our teams check in regularly to help you stay on top of the adoption and health of your Certinia solution.

**Training/Learning.** Continual education for your core team improves adoption and increases the value of your Certinia investment. The focus is on bringing your core team up to speed on the solution capabilities quickly with Fundamentals instructor-led training.



**Tools & Programs.** Ensure the success of your Certinia solutions by using our tailored tools and programs. From workbenches to guided tours, these assets were built from best practices of our most successful customers. They include: Sys Admin Workspace, Permission Workbench, Feature Console, User Management, Tooltips, Guided Tours, and Certinia APIs.

**Community.** Interested in speaking with and learning from your peers? Jump into our user groups for an interactive experience. Community components include Release Hub and Contextual Help.

# 3

## FLIGHT PATH: Driving continual innovation

The MissionSuccess Flight Path is all about charting your future. Team up with Certinia experts to map out your path to innovation, using purpose-built success plans, tools for optimization and growth, and access to programs and peers to keep your mission on track. Among the myriad ways that Flight Path contributes to your success are:

**Navigator Program.** The Navigator Program makes Certinia's experts part of your team, helping guide your entire journey to ensure swift, effective results. Offering two levels of enhanced support, Navigator combines customized resources and digital access to boost adoption, satisfaction, and success.

Whether you're implementing new solutions or keeping pace with Certinia tools, the Navigator Program offers timely access and ongoing support through a team of specialized resources and peer communities, driving high adoption rates and continued success.

**Innovation Hub.** Flight Path puts valuable tools and programs at your disposal—from a structured and easy-to-follow Scheduled Update process to Customer Advisory Boards and Certifications—all developed with your future



success and growth in mind. Our team collaborates with yours to ensure that your Certinia journey is supported at every stage. And we encourage you to apply to our Customer Advisory Boards, so you'll have a say in how your path is planned and executed.

**Outcome Management.** Our team is committed to making sure achieving your business outcomes is a priority. With a specific success plan, we will provide the steps necessary to achieve those outcomes and deliver realized value.

## Our mission is your success

To drive your team's success with evolving solutions, strong service and support is crucial. Too often with SaaS, solution capabilities are under-utilized, eroding solution value. Certinia's MissionSuccess program is tailored to guide your Certinia journey, ensuring swift, effective results. Contact your sales representative for details.

