

Success Services cover the infrastructure, account management and data support that keeps your school running smoothly. **Every school** benefits from platform reliability guarantees. **Standard and Premium** plans add a named School Experience Manager, scoped professional services and expanded success tools.



### Platform reliability - included for every school, every plan

- **99.8% uptime guarantee** - systems actively monitored year-round
- **SSL encryption** - all data secured with industry-standard protocols
- **Daily local backups** - data protected in line with regional privacy regulations



### School Experience Manager (SEM)

Standard and Premium plans

Your SEM is a named advisor assigned to your school. They provide oversight, coordinate your services, monitor platform adoption and act as your primary relationship point throughout the year.

*Assigned within 2 business days of plan activation.*

### What your SEM does

- Coordinates training bookings and credit usage
- Monitors your support dashboard and flags patterns
- Manages scoped data and admin service requests
- Runs annual account reviews (Premium)
- Builds and maintains your school success plan (Premium)
- Connects you with Subject Matter Experts when needed

## ☆ Success services by plan

<p><b>Professional Services Catalogue</b> All plans - scoped data and admin tasks</p>	<p><b>Standard: included within agreed scope</b> <b>included</b></p> <ul style="list-style-type: none"> <li>● Data imports (users, classes, transcripts, timetables)</li> <li>● Template revisions (unit plans, forms, report cards)</li> <li>● Site customisations (branding, permissions, layouts)</li> <li>● Sync cross-checks across linked platforms</li> </ul> <p><i>Essential schools: available at \$80/hr</i></p>	<p><b>Premium: expanded scope</b> <b>included</b></p> <ul style="list-style-type: none"> <li>● All Standard services, plus hands-on admin task assistance</li> <li>● Custom standards entry and crosswalk (AT, MB+)</li> <li>● Complex configuration and data flow reviews</li> <li>● Priority request handling for time-sensitive tasks</li> </ul>
<p><b>Data Migration Support</b> Large-scale data transitions</p>	<p><i>Essential &amp; Standard schools: available at \$100/course</i></p>	<p><b>Premium: up to 50% off</b> <b>included</b></p> <ul style="list-style-type: none"> <li>● Large-scale migrations supported within scope</li> <li>● Discount or waiver applied depending on project scope</li> </ul>
<p><b>Annual Account Review and Success Planning</b> Premium only</p>	<p><i>Not included in Standard. Upgrade to Premium to access annual reviews and tailored success planning.</i></p>	<p><b>Annual review and success plan</b> <b>included</b></p> <ul style="list-style-type: none"> <li>● Yearly check-in to review platform usage and recommendations</li> <li>● Tailored success plan aligned to your school's goals</li> <li>● Subject Matter Expert and Technical Success consultations</li> <li>● Strategic planning for complex workflows and configurations</li> </ul>