



What can you expect from us?

Our diverse team brings expertise to help you navigate the evolving strategies of Product Management to bring customer centric products to market, while showing you how to execute tactically in Productboard to operate as a great product team.

We map your current processes and define new ones that can accelerate the outcomes you achieve as a product organization. We plan and configure Productboard so that it maps to your specific workflows and then offer best practices in how to help your teams build and measure the impact of new habits around your improved processes.

	Essentials	Pro	Scale	Enterprise
Onboarding				
Onboarding Facilitation	Video	Video	1:1	1:1
Group Webinars	✓	✓	✓	✓
Onboarding Modules <small>descriptions on next page</small>			Two	All
Product Strategy Modules				One

Success Management

Customer Success Management			CSM*	CSM
Progress Review			Quarterly	Monthly
Strategy Workshops			Annual	Quarterly
Exec leadership alignment				Annually
Reviews with Productboard PMs				Annually
Product enablement				Quarterly
				4x annually

*minimum 5 makers annually

Support Services
Support Plan

	Standard	Enterprise
Included on	Essentials, Pro, Scale	24/5
Availability	12/5	Email/Chat
Channels	Email/Chat	✓
Knowledge Base	✓	✓
Priority First Response Time		✓
Monthly Support Status Review		

Community

Included on	Essentials, Pro, Scale	Enterprise
Product leaders Slack, events, webinars	✓	✓
Access to feature releases	General access	Premium access

