



## 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 \$10,000 spend annually				

## Support Services

## Support Plan

Included on	Standard	Enterprise
Availability	Essentials, Pro, Scale	24/5
Channels	12/5	Email/Chat
Knowledge Base	Email/Chat	✓
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

## Add-ons

Onboarding Modules	Product Strategy Modules	Quick Start Bundles	Premium Support	Project Management
bespoke 1:1 enablement	bespoke 1:1 enablement	bespoke 1:1 enablement	enhanced support experience	delivery of statement of work

## Onboarding Modules

- **Foundations** covers representing your product hierarchy, import features, member & team set up and access, feedback and delivery integrations, SSO options.
- ◆ **Insights** covers connecting sources of feedback, tying insights to features, assigning and processing feedback, managing your data/collection process, Portal overview.
- ▲ **Prioritization** covers objectives and drivers, user impact score, matrix, prioritization score, segmentation, integrations and views.
- ▼ **Roadmap** covers release planning and best practices, roadmap types, statuses, sharing, Portal overview.

## Product Strategy Modules

- ◆ **Insights** includes how to create an organization that contributes feedback, identify streams of feedback and insights, create a contributor program, process and triage feedback.
- ▲ **Prioritization** includes how to decide what to build next, frameworks for prioritization, align with your business strategy, value/effort trade off, connecting prioritization to release planning.
- ▼ **Roadmap** includes how to determine what stakeholders need in a roadmap, roadmap types and strategies, communication plans, how to tap into existing processes and systems.
- **Change management** includes discovery, planning and execution of a change plan in your product organization, governance, and documentation.

## Quick start bundles

Get onboarded quickly with a bundle that combines onboarding and product strategy based on your needs.

◆ Insights	▲ Prioritization	▼ Roadmaps	● Process Implementation
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2x Strategy & 2x Onboarding