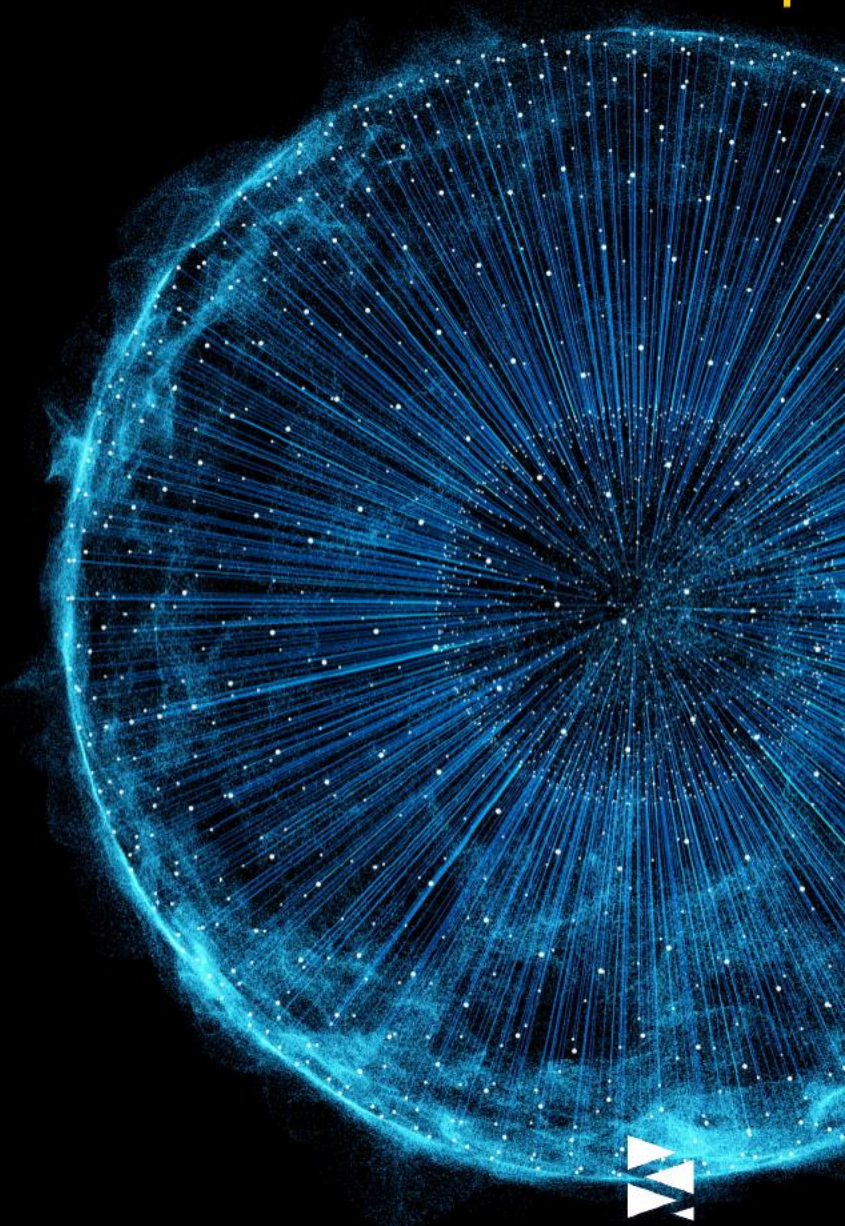


Elite Services

Service Description

Elite Lite



SISENSE

Elite Lite

Tackle your most complex BI deployment fast together with Sisense experts

Main Highlights

- **Best Practices** - Start off any implementation task with a review of important best practices to keep in mind - from BI methodology to data modeling to [dashboard design](#) - to ensure that you can scale with ease
- **Three months quick start** – Get a fast ROI with a combination of an onsite workshop and high touch, weekly calls with Sisense designated BI consultant
- **Continuous growth** – cultivate and grow your solution throughout the year with biweekly calls with your designated Sisense BI consultant

Details

Up to two days of Pre-workshop preparation

Two full on-site workdays

Weekly calls for the first 3 months

Bi weekly calls for the rest of the year

Enterprise Elite Service



SISENSE

Overview

Sisense Enterprise Elite Service

- Sisense ensures the success of your BI investment by providing unmatched, award-winning service through commitment to customer satisfaction and dedication to personalized support
- The Enterprise Elite Service delivers ongoing, proactive world-class support with on-site, concierge-level reviews designed to meet the unique needs of our Enterprise grade customers
- The service combines our top-shelf support, onsite consultation, enablement and guided-help offerings into a comprehensive package tailored to your needs.

Meet the Team

Sisense Enterprise Elite Service

- **High touch** interactions by all Enterprise Elite Service team members to guide and support your implementation and continued growth
- Enterprise Elite Service customers work closely with a full set of **designated** and **experienced** team members to **partner, plan,** and **drive adoption** to your BI strategy

Customer Success Manager

Program Owner
Single Point of Contact

Exec Sponsor

Sisense Executive focused on sponsoring account to partner and promote success

BI Consultant

- Consult in reaching BI vision while targeting immediate tasks and implementing best practices
- Oversee the healthiness of the implementation

Solution Architect

- Upgrade planning
- Architecture Consulting
- Solution Review for future scaling
- Performance Load Testing and Analysis

Technical Support Consultant

- Proactive Support Sessions & Monitoring
- System setup, upgrade & configuration Support
- 24/7 Support for Critical Tickets

Scope & Content

Sisense Enterprise Elite Service

Program Scope

On Site Workshop (BIC,SA or TSC)	In person workshops on various topics such as: Consultation on new business use case; Deployment best practices; First line support; or other topics as agreed	Three 2-day on-site sessions + 2-day preparation for each workshop
BI Solution Implementation (BIC)	Planning, Data Modeling and Design of Elastic-Cubes and dashboards	As part of the weekly sessions and onsite workshops
System setup & configuration	Assistance and support for SSO, SSL, AD, API automations, and Supported data connectors	Up to 20 hours
Platform & Architecture	Load Testing, Solution Review, Health Assessment	Up to 23 hours
Upgrade, Backup and Recovery	A comprehensive planning and execution of versions upgrade as well as backup strategy and recovery planning	Up to 2
Enhanced Support - 24/7 (TSC)	24/7 support for critical tickets, 2x faster SLA: Critical - 2 hours; Major - 4 hours; Minor/Medium - 8 hours	✓

Resources & Framework

Designated BIC (BI Consultant) Consulting sessions with an assigned, long-term consultant familiar with your specific deployment and needs	Up to 2 weekly hours
Designated SA (Solution Architect) Solution Architect to provide guidance with respect to any infrastructure topics relating to the Software	Integral part of Elite – based on milestones
Designated TSC (Technical Support Consultant) Technical expert to help your teams plan and execute version updates and address technical problems fast	Up to 3 weekly hours

Enterprise Elite Platinum Service



SISENSE

Overview

Sisense Enterprise Elite Platinum Service

- Sisense Enterprise Elite Platinum Service ensures the success of your BI investment by providing unmatched, award-winning service through commitment to customer satisfaction and dedication to personalized support
- The Enterprise Elite Platinum Service includes an ongoing, proactive, world-class support with on-site and concierge-level reviews, designed to meet the unique needs of our Enterprise grade customers
- We combined our top-shelf support, BI consultation expertise, solution design and implementation capabilities , enablement and guided-help offerings into a comprehensive package tailored to your needs managed by an experienced Project Manager that will orchestrate the different activities to ensure maximum value.

Service Value

Sisense Enterprise Elite Platinum Service

Maintain And Adjust The Bi Environment

by following best practices and handling new use cases

Optimize Business Value

by using effective dashboards which drive adoption

Get Enhanced Support

with faster response time and prioritized ticket handling

Improve Team Competency

to the organization BI needs

Increase Team Productivity

by utilizing newest features

Meet the Team

Sisense Enterprise Elite Platinum Service

- **High touch** interactions by all Enterprise Elite Service team members to guide and support your implementation and continued growth
- Enterprise Elite Platinum Service customers work closely with a full set of **designated** and **experienced** team members to **partner, plan,** and **drive adoption** to your BI strategy

Customer Success Manager

Program Owner
Provides an holistic view of the customer journey, needs and goals

Exec Sponsor

Sisense Executive focused on sponsoring account to partner and promote success

BI Consultant

- Consult in reaching BI vision while targeting immediate tasks and implementing best practices
- Oversee the healthiness of the implementation

Solution Architect

- Upgrade planning
- Architecture Consulting
- Solution design and implementation

Technical Support Consultant

- Proactive Support Sessions & Monitoring
- System setup, upgrade & configuration Support
- 24/7 Support for Critical Tickets

Professional Service Engineer

- Expert in customizing Sisense UI and UX
- Responsible for creating tailored widgets and solutions

Technical Project Manager

- Single point of contact
- Lead and coordinate the implementation of the different objectives

Scope & Content

Sisense Enterprise Elite Platinum Service

Program Scope

On Site Workshop	In person workshops on various topics such as: Consultation on new business use case; Deployment best practices; End-User adoption; or other topics as agreed	Three 2-day on-site sessions + 2-day preparation for each workshop
BI Solution Implementation	Planning, Data Modeling and Design of Elastic-Cubes and dashboards	As part of the weekly sessions and onsite workshops
System setup & configuration	Assistance and support for SSO, SSL, AD, API automations, and Supported data connectors	Up to 20 hours
Development Engineering Consulting	Expert software engineers, offering remote development services and professional consulting on Sisense product extensions and deployment customizations	Up to 25 hours
Upgrade, Backup and Recovery Plan (SA)	A comprehensive planning and execution of versions upgrade as well as backup strategy and recovery planning	Up to 1
Solution Design & Implementation	A full technical solution deployment including assessment, design and implementation by a Solution Architect	Up to 1 projects (60h)
Performance Load Testing & Analysis	Testing the BI solution readiness to handle expected loads and providing a comprehensive analysis of the results	Up to 6 cycles
Sisense Monitoring Enablement & Platform Training	Technical training of architectural design best practices for IT/Dev on Cluster Sizing, Cluster Management, Monitoring, Scaling, and additional platform topics	Up to 20 hours
Enhanced Support - 24/7	24/7 support for critical tickets, 2x faster SLA:Critical -2 hours; Major -4 hours; Minor/Medium -8 hours	✓

Resources & Framework

Designated BIC (BI Consultant) Consulting sessions with an assigned, long-term consultant familiar with your specific deployment and needs	Up to 3 weekly hours
Designated SA (Solution Architect) Solution Architect to provide guidance with respect to any infrastructure topics relating to the Software	SA on demand
Designated TSC (Technical Support Consultant) Technical expert to help your teams plan and execute version updates and address technical problems fast	Up to 3 weekly hours
Project Management A primary point of contact, coordinating communications, schedules and scoping of the project to ensure successful and on-time execution	Up to 2 weekly hours

Comparison Between Elite Services

Sisense Enterprise Elite & Elite Platinum

	Enterprise Elite	Elite Platinum
On Site Workshop	Three 2-day on-site sessions + 2-day preparation for each workshop	Three 2-day on-site sessions + 2-day preparation for each workshop
BI Solution Implementation	As part of the weekly sessions and onsite workshops	As part of the weekly sessions and onsite workshops
System setup & configuration	Up to 20 hours	Up to 20 hours
Enhanced Support -24/7	✓	✓
Performance Load Testing & Analysis	Up to 3 cycles	Up to 6 cycles
Upgrade, Backup and Recovery Planning and Execution	Up to 1	Up to 2
Dedicated Project manager	X	Up to 100 hrs. (~2 weekly hours)
Development Engineering Consulting	X	Up to 25 hours
Solution Design & Implementation	X	Up to 1 projects (60h)
Sisense Monitoring Enablement & Platform Training	X	Up to 20 hours