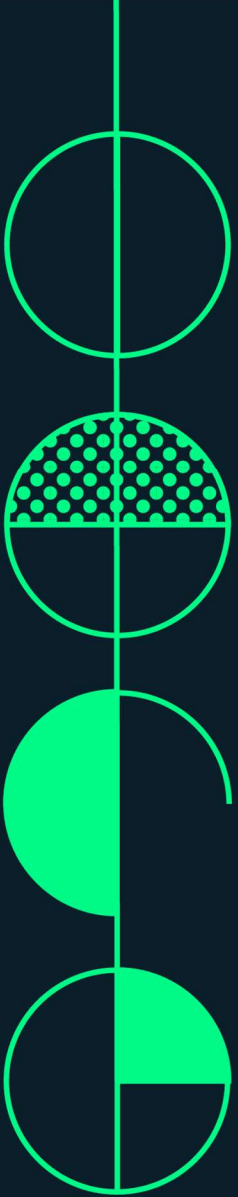




# Seeq Success Plans



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## PLANS

	TIER	Premium	Premium Plus	Ultimate
Success Team	Customer Success Manager	Designated	Designated	Designated Senior CSM
	Analytics Engineer	Shared Resource	Designated	Designated Senior AE
	Software Support Engineer			Designated
Enterprise Deployment Guidance	Success Plan	Standard	Personalized	Personalized
	Executive Business Review	Virtual	Annual On-site	Biannual On-site
	Self-Guided Digital Resources	✓	✓	Customized
	Value Engineering Program		✓	✓
	Integration Consultation		✓	✓
	User Community		✓	✓
Advisory Services	Awareness Sessions	Up to 2	Up to 4	Up to 8
	User Workshop	Up to 2	Up to 4	Up to 8
	Use Case Consultation	Up to 2	Up to 4	Up to 8
	Seeq Mentors Program		✓	✓
Training	Open Training	Instructor-Led	Instructor-Led	Instructor-Led
	Private Training	25% discount	30% discount	35% discount
Support	Support Ticketing (Response Tier)	Premium	Premium	Ultimate
	Data Connection, Authentication, & Security	Consultation	Consultation	Consultation
Events	Conneqt Passes	0	1	4

## SUCCESS TEAM

### Customer Success Manager

Orchestrates your journey with Seeq. Connects you with the right resources and experts at the right time to ensure success. Advocates on your behalf for product enhancements.

### Analytics Engineer

Provides technical expertise and advice on executing use cases based on deep knowledge of the Seeq platform combined with relevant industry-experience gained prior to joining Seeq and through continued engagement with Seeq's user base.

### Software Support Engineer

Helps you deploy to one of our cloud-hosted environments, connect to your datasources, and integrate your identity/authentication infrastructure. Troubleshoots technical issues with the Seeq software and issues in your environment (firewalls, third party authentication, and general IT issues affecting our software deployment).

## ENTERPRISE DEPLOYMENT GUIDANCE

### Success Plan

Partner with a Customer Success Manager (CSM) to develop a mutual action plan for success with Seeq based on your organization's strategic objectives and desired outcomes.

Empower your workforce a series of sprints aligned to your overall Success Plan. Comprehensive large-scale rollout planning tools ensure the plan considers:

- User engagement planning governance and project management
- Delivery and tracking
- Internally led awareness campaigns
- Training internal resources and training SMEs at scale

### Executive Business Review

Align with executive stakeholders around the progress of your Seeq journey and partnership, including:

- User engagement metrics
- Business value captured
- Seeq product roadmap as it aligns to your business objectives
- Seeq business overview

### Value Engineering Program

Work with senior industry leadership to understand and quantify the enterprise-wide value opportunity enabled by the Seeq platform. Through joint discussions and workshops:

- Uncover and prioritize new opportunities aligned with your corporate strategy
- Identify specific business cases and resources and anticipate and mitigate associated risk
- Recommend a management structure and value monitoring approach to ensure success

### Integration Consultation

Solicit guidance for integrating Seeq into your broader digital strategy, including cloud-based analytics architectures. Seeq Solutions Architects provide consultation on optimal strategies for accessing cloud resources based on your data model and existing cloud services.

### User Community

Foster a culture of transparency and collaboration via an internal platform for users to engage with each other and access support and resources. Customer Success Managers assist with examples and best practice guidance to establish your own vibrant internal Seeq User Community.

### Self-Guided Digital Resources

Access best practice guidance, tools, and templates to assist you along your implementation and adoption journey.

## ADVISORY SERVICES

### Awareness Sessions

Ignite curiosity in data analytics by demonstrating what Seeq is, how it makes people's jobs easier, and how to use Seeq to achieve outcomes aligns to business goals. The Seeq Success Team will initially lead these sessions and as your user base grows, coach your users to inspire others.

### User Workshop

Enhance user engagement and value realization through an interactive workshop that will concentrate on accelerating use case ideation and development along with product adoption. Workshops build on skills obtained through training and may be tailored for new users based on training completions.

### Use Case

#### Use Case Examples

Download example use cases to your Seeq instance for a hands-on view of how to build the use case in Seeq. Be inspired with ways to extend the use cases you are working on. Available to SaaS customers only starting in R62.

#### Use Case Consultation

Work with industry-experienced professionals to develop high-value use cases and employ best practices to realize value across your enterprise. A consultation consists of several meetings occurring before, during, and/or after development by the customer. Example topics of guidance provided by a Seeq Certified Analytics Engineer include:

- Data cleansing and data preparation through contextualization
- Applied analytics for creation of effective data models
- Translation of existing analytics (e.g., spreadsheets) into the analytics framework in Seeq
- Reporting, dashboarding, and documentation to promote knowledge capture, knowledge transfer, and collaboration
- Scaling to additional assets
- Opportunities to extend the analysis for increased value

### Seeq Mentors Program

Develop internal resources to deliver Seeq support for your users. Seeq Certified Analytics Engineers provide mentorship to a small cohort of users during a 3-month program consisting of:

- **Building a Foundation** - Mentees complete standard Seeq training courses and the Skills Assessment Super User Certification
- **Establishing Presence** - Mentees host internal office hours (or equivalent) to enhance the user community
- **Transforming Work** - Mentees develop a use case employing best practices to realize maximum value for your organization. Mentees present the use case and associated value to stakeholders and other users.

## TRAINING

### Open Training

#### eLearning

Learn at your own speed at the time that is convenient for you. Register for an eLearning course at [training.seeq.com](https://training.seeq.com). Combining instructor recordings with hands-on exercises, these courses have the same content as an instructor-led course.

#### Instructor-led Open Training

Grow expertise through Instructor-led Virtual Seeq Foundations, Seeq Advanced trainings, and Data Lab using real data and industry relevant use-cases.

### Private Training

Schedule a private training session to help accelerate your team's training. Seeq's private courses use the same learning server and standardized materials as the Instructor-led Open Training sessions while giving you full control of the timing and attendee list.

### Self-Guided Learning Resources

Access the quickest answers and insights with Seeq's AI Assistants. For on-the-fly tips and help try Seeq's Assistants to support analyzing industrial data, automating tasks, and generating insights within the platform.

Augment your learning with Seeq's self-service resources at [support.seeq.com](https://support.seeq.com):

- **Knowledge Base** - Access how-to articles intended for users to employ all tools in the Seeq product suite.
- **Skill Explorer** - Quickly find the right tools and approaches for common types of analytics, including the Foundational Analytics Skills—Identify Events, Cleanse, Quantify, Model & Predict, Visualize, Journal, and Publish—as well as links to relevant Tips and Tricks videos and Knowledge Base articles.
- **Tips and Tricks** - Search Seeq's video library to find short explanations of specific topics, use cases, and features.

## SUPPORT

### Support Ticketing

Log a ticket at [support.seeq.com](https://support.seeq.com). Seeq attempts to respond to all issues in a timely manner. Issues that affect customers' use of Seeq significantly take priority. Response times are shown below.

Severity Level	Severity Description	Characteristics	Response Time (by Support Tier)		
			Essentials	Premium	Ultimate
S1 – Critical	Production system down or major malfunction affecting business and high number of users	<ol style="list-style-type: none"> <li>1. Service processes hanging or crashing</li> <li>2. Critical functionality not available.</li> <li>3. Data loss or corruption</li> <li>4. A substantial number of users cannot access the service</li> </ol>	1 hour 24 x 7	1 hour 24 x 7	1 hour 24 x 7
S2 – Major	Serious degradation of service performance or functionality	<ol style="list-style-type: none"> <li>1. Significant performance degradation</li> <li>2. Small number of users cannot access the service</li> <li>3. Business impact is escalating</li> </ol>	2 business days	1 business day	4 hour 24 x 7
S3 – Minor	Issue that has moderate impact to users	<ol style="list-style-type: none"> <li>1. Some functionality not available.</li> <li>2. Minor performance degradation</li> <li>3. Business impact is not escalating</li> </ol>	5 business days	2 business days	1 business day
S4 – Low	Issue or question with limited impact to users	<ol style="list-style-type: none"> <li>1. Incorrect service behavior without impact</li> <li>2. Service question or enhancement request</li> </ol>	10 business days	5 business days	2 business days

### Data Connection, Authentication, and Security

Ensure a successful Seeq experience with appropriate hardware, security settings, and data connectivity by making use of resources at [support.seeq.com](https://support.seeq.com):

- **Knowledge Base** - Access self-service installation and troubleshooting guides written for system managers.
- **Support Portal** – Submit a ticket for assistance resolving issues encountered while installing, configuring, and connecting data.

Consult with a Software Support Engineer to determine the best configuration options for your needs and receive assistance configuring data connections, authentication mechanisms, and security settings.



## EVENTS

### Conneqt Passes

Conneqt is a two-day conference that brings together industrial leaders to explore the latest trends and innovations in advanced analytics, AI, and monitoring. Join your peers in sharing and learning insights that accelerate digital transformation outcomes such as operational excellence and profitability, workforce upskilling, and sustainability.