






CAPABILITIES OVERVIEW

 [UNBOXEDTECH.COM](https://unboxedtech.com)
 [HELLO@UNBOXEDTECH.COM](mailto:hello@unboxedtech.com)
 (888) 723-9770
 RICHMOND, VA

WHO WE ARE

A hardworking, fearless bunch made up of writers, developers, designers, and strategic innovators.

WHAT WE DO

We create action-oriented training and technology solutions that measurably improve results.

WHY WE'RE AWESOME

We partner with companies to get the most from every employee and customer interaction.



HELLO!

At Unboxed, we delight in partnering with our clients to create lasting relationships. The work we deliver impacts learners, sales teams, and drives success for stakeholders. We look forward to partnering with you!

BRIAN LEACH, CEO AND CO-FOUNDER

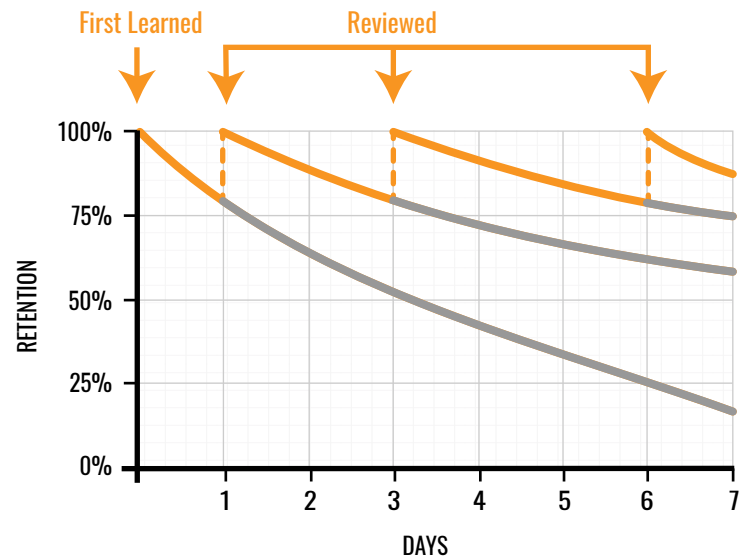


UNBOXED TRAINING & TECHNOLOGY AT A GLANCE:

- 🏢 Established in 2009
- 📍 Headquartered in Richmond, Virginia
- 👥 Serves 15+ industries
- 🤝 Partners with clients ranging from start-ups to Fortune 50
- 🌐 Clients span six continents (we're still figuring out how we can get to Antarctica!)

BEAT THE FORGETTING CURVE

Unboxed fights the forgetting curve with comprehensive solutions that intergrade strategic touch points to drive measurable sustainment. We achieve this through proven methodologies and meaningful partnership.



TRAINING & TECHNOLOGY SOLUTIONS AS UNIQUE AS YOUR COMPANY



WHY THE MONSTERS?

Brain science shows that memories are influenced by four primary components:

1. Contextual subjects
2. Emotional information
3. Impactful content
4. Unexpected elements

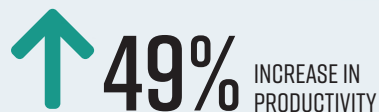
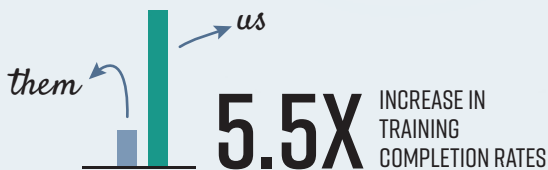
Monsters are one piece of the Unboxed equation to make training and technology memorable and impactful. See if you can find them all!

HUB360

SALES ENABLEMENT PLATFORM

ACCESS IS EVERYTHING

Align sales, marketing, and training to maximize the time and effectiveness of each salesperson and close more deals.



CUSTOMIZED FOR YOUR SALES TEAM

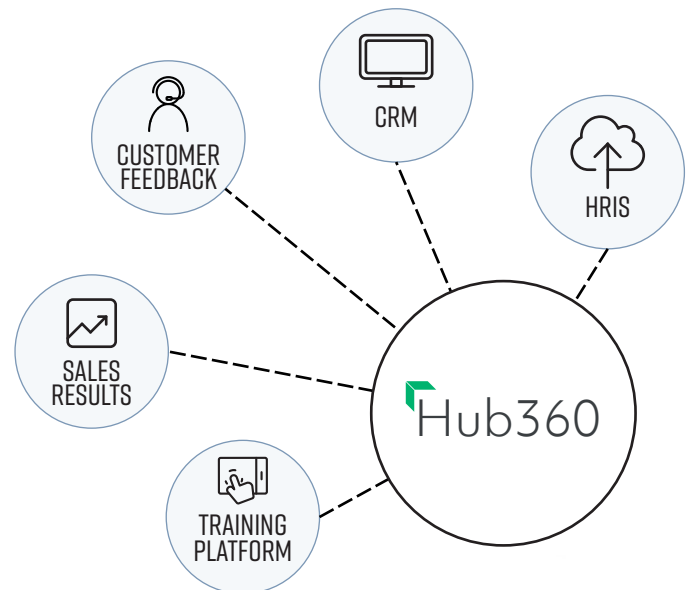
- Custom reporting based on your unique sales KPIs
- Integration with CRMs (including Salesforce)
- Optimization for any device
- Real time leave-behinds
- Centralized content library of most helpful resources
- Award-winning support available

ONE GO-TO PLACE

KEEP WHAT YOU HAVE.
LET HUB360 CONNECT IT.

✓ TRAIN

- Get micro-learning on the go
- Collaborate on what works in the community platform
- Encourage friendly competition with the leaderboard and gamification
- Access the latest marketing resources in the field



✓ PERFORM

- Deliver consistent and repeatable sales pitches
- Get sales reps up and running faster
- Follow up with leave-behinds before you leave
- Access the data you've always wanted

✓ COACH

- Gain insights into your team's activities
- Address unique learner knowledge gaps and skill
- Conduct guided evaluations that reinforce desired behaviors



TRAINING & TECHNOLOGY SOLUTIONS THAT ARE POWERFUL ALONE, AND REMARKABLE TOGETHER



"Unlike PowerPoint, Hub360 allows our sales team to be very nimble in their conversation with potential clients. It boils down our complicated product portfolio to something that is easy to comprehend without sacrificing messaging and the breadth of our product offering."

MARKETING MANAGER
ANTHEM BCBS

CUSTOM TRAINING CAPABILITIES

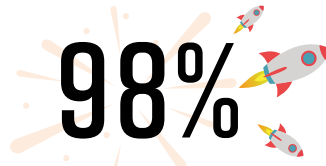
WHAT'S THE BIG DEAL?

75%



OF TRAINING IS REPORTED TO HAVE
NO EFFECT ON EMPLOYEE PERFORMANCE

98%



OF UNBOXED TRAINING WAS FOUND
TO BE **IMMEDIATELY USEFUL**

WE HAVE OUR EAR TO THE GROUND

In our experience working in a variety of industries, we hear common challenges. Which ones sound like you? Rank the following based on your organization.

☐

"It is taking too long to get our new hires up and running."

☐

"Employees have unclear expectations for their role."

☐

"Our sales reps are ineffective at overcoming objections or pivoting the conversation."

☐

"Our business offerings are complex. Training is extremely long, and retention is difficult."

☐

"We struggle with delivering a consistent customer experience."

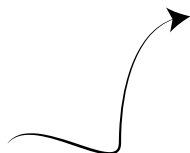
☐

Write your own here.

UNBOXED PRINCIPLES

To be effective, training must be contextual, interesting, and easily accessible. Our training follows these three principles:

OUR
SECRET
SAUCE



ACTION-ORIENTED



CONTINUOUS

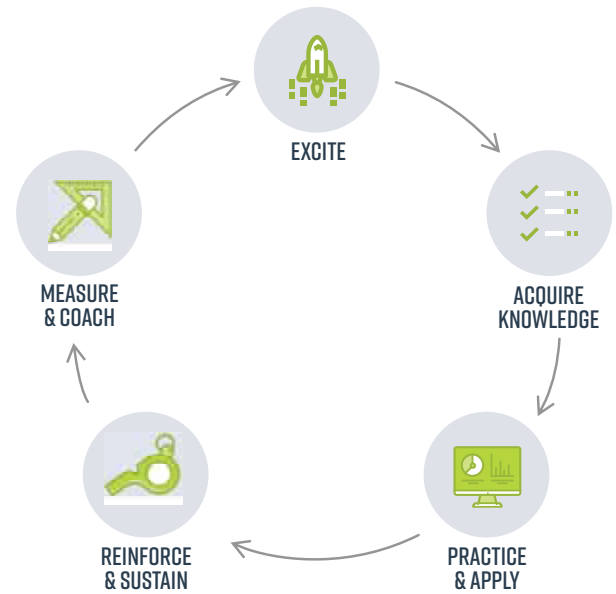


MEASURABLE

LEARNER EXPERIENCE

OUR SPECIALTIES

- Onboarding
- Operations Training
- Product Knowledge
- Customer Service
- Change Management
- Leadership
- Systems Training
- Sales Training



TRAINING REIMAGINED

CUSTOM TRAINING

Looking for training that's contextual to your organization? We partner with your subject matter experts to create action-oriented solutions that learners are excited about.

TURN-KEY TRAINING

Need content now? ReadySet, our turn-key, semi-customizable training, is high-quality, activity driven, and measurable. It's based on our proven methodology.

WORD ON THE STREET



HILTON HOTELS & RESORTS
SENIOR DIRECTOR OF
LEARNING INNOVATION



"Before partnering with Unboxed, our training wasn't very modern or relevant for today's learners. Unboxed has been very accessible, they listened to us, and have just been really great partners along the way."



ALLIANZ
DIRECTOR OF RETAIL
CHANNEL MANAGEMENT



"Unboxed has an incredible understanding of training needs and how to best execute them. They are great to work with, and I never have to worry about a project not being completed on time, on budget, and as expected."

WE GOT GAME(S)

Studies show that games engage people with social and competitive elements that heighten attention, sustain focus, and drive action. Games produce results such as:

- 3x increase in training material interactions
- 64% improvement in knowledge from beginning to end of a game



GAMES WE PROVIDE

- Match • Jump • Scramble
- Jeopardy! • Sort-It • Trivia
- Recall • Scenarios

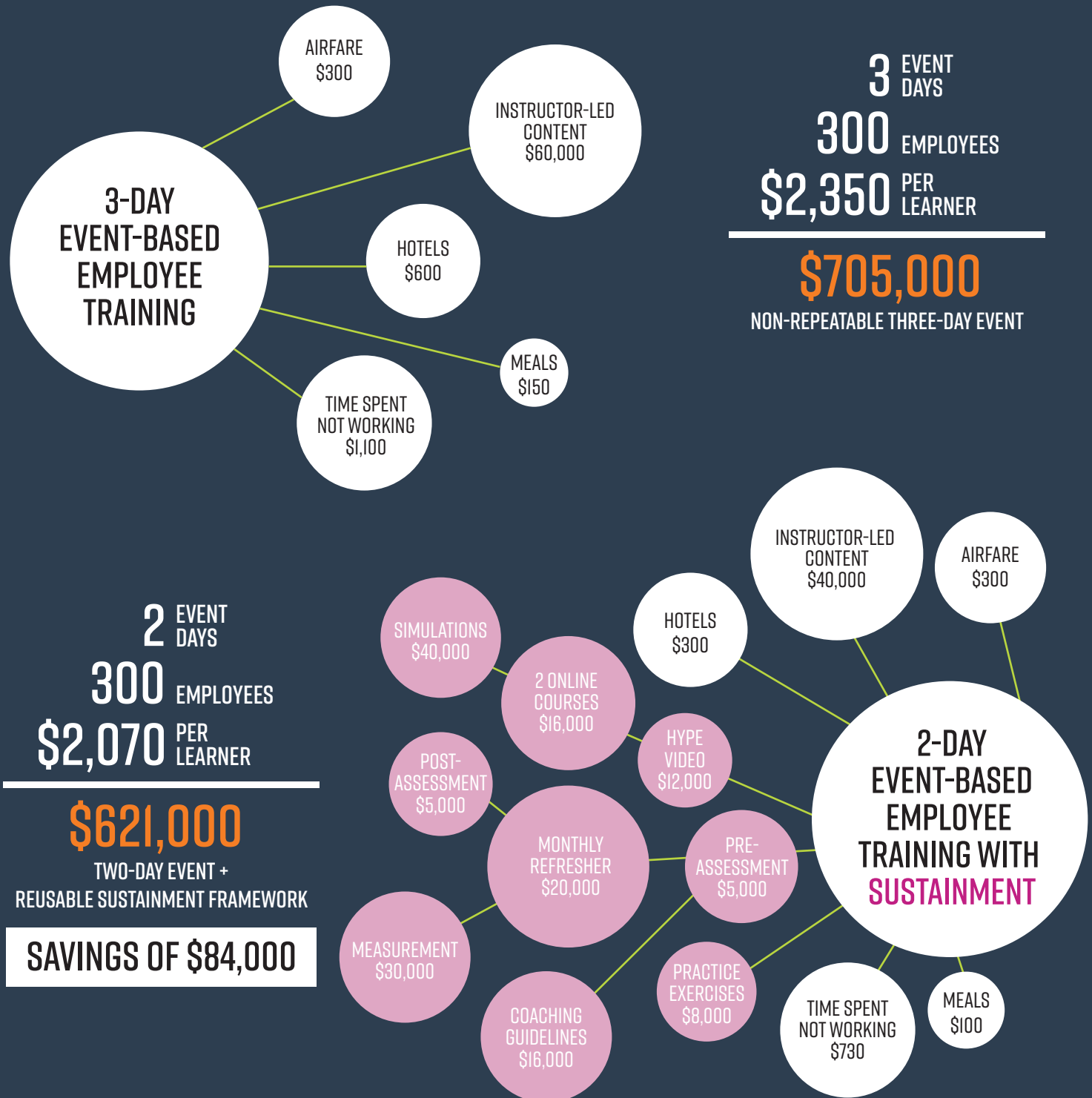
GAMES ARE GREAT FOR:

- Onboarding • Sales & Product Training • Safety
- Leadership Development • Security • Compliance
- Systems & Processes • Customer Service



COULD YOUR EVENT-BASED TRAINING COST LESS AND ACHIEVE MORE?

Instructor-led training is still very popular and can be a powerful tool. However, we've learned that by combining instructor-led training with supporting activities, you can save money and get better results.



READYSET

TURN-KEY TRAINING



READYSET IS OUR HIGH-QUALITY, ACTION-ORIENTED, SEMI-CUSTOMIZABLE TRAINING BASED ON PROVEN METHODOLOGIES.

In the current market, most affordable, basic training solutions lack quality, sustainment, and are outdated. Our off-the-shelf content takes a radically approach compared to other turn-key solutions.



HIGH QUALITY

Curated, high-quality, proven training content based on 10+ years of experience building custom training programs for Fortune 500 organizations.



ACTION-ORIENTED

Includes follow-up activity workbook, recommended manager check-ins, pre- and post-assessments, and calls to action to practice new skills throughout.



MODERN

Interactive micro-learning modules are delivered via a modern, web-like experience and focus on one key skill to drive engagement and increase retention.



MEASURABLE

Learners take a baseline quiz to assess their skill level coming into the program and a final assessment to see how they've improved along the way.

READYSET PROGRAMS INCLUDE:

- WEEKS OF MICRO-LEARNING MODULES
- MANAGER TOOLKIT
- PARTICIPANT WORKBOOK
- BASELINE AND FINAL ASSESSMENTS



Participant Workbook

READY SET > Sell

8 WEEKS OF MICRO-LEARNING COURSES

- Prospecting That works
- Asking The Right Questions
- Communicating Effectively
- Positioning Against A Competitor
- Analyzing Needs
- Effective Proposals
- Differentiation
- Asking For The sale

READY SET > Lead

8 WEEKS OF MICRO-LEARNING COURSES

- Establishing Team Values
- Motivating Your Team
- Leading a Team Meeting
- Conflict Resolution
- Effective 1:1s
- Goal Setting
- Coaching 101
- Giving Feedback

READY SET > Secure

7 WEEKS OF MICRO-LEARNING COURSES

- Workplace Violence
- Prevention Tactics
- State Of Security
- Password Management
- Acceptable Use: Company Computers, Email, Personal Devices, and WiFi
- Scam Awareness
- Data Protection



EASY TO IMPLEMENT

1

PREP

Review the manager toolkit to learn about the program and how to support your team members.

2

LAUNCH

Deploy ReadySet as reinforcement training or layer it into onboarding to decrease ramp time – it's up to you!

3

MEASURE

Check in with team members at strategic checkpoints to assess their progress and offer timely support.

TRAINING QUIZ

CUSTOM OR TURN-KEY?

WHICH TYPE OF TRAINING IS RIGHT FOR YOU?

Read the following statements and answer whether or not they fit your organization. Then, add up the total number of letters at the bottom to see which type of training fits you best.

| | YES OR NO | LETTER |
|---|-----------|--------|
| My company needs to implement an immediate training solution. | | A |
| Partnering with a company to help find the right training solution is a necessity. | | B |
| We don't need to have our brand identity represented on our training. | | A |
| We have a need to address broad knowledge and universal skill gaps. | | A |
| We have unique training needs and/or specific gaps to fill at our company. | | B |
| I would prefer not to be wed to a training or content provider. | | B |
| Being able to report out on success metrics beyond knowledge retention is very important. | | B |
| Training modalities outside of the standard eLearning courses are important to me (e.g. video, assessments, simulations). | | B |
| I'd rather pay a monthly or annual licensing fee than pay to create my own content. | | A |
| We are making a lot of changes with either new processes, products, or systems. | | B |
| Having control over all aspects of the training program is important to me. | | B |
| We don't have time to devote to reviewing training deliverables right now (3 hours per person, per week). | | A |
| Our training needs to include real, work-life scenarios. | | B |
| NUMBER OF YES "A" STATEMENTS = | | |
| NUMBER OF YES "B" STATEMENTS = | | |

WHAT YOUR RESULTS MEAN?

If you have **3 or more "A"** statements, a **turn-key training** solution would be best for your team.

If you have **5 or more "B"** statements, **custom training** is likely the best fit for your needs.

If you scored **3 or more "A" and "B" statements**, a **blended training** solution incorporating off-the-shelf content and custom training is best for you.

READYSET - TURN-KEY TRAINING CONSIDERATIONS:

- Quicker to implement
- Lower cost up front plus a subscription fee during use
- Addresses common needs in most organizations
- Owned and updated by provider as needed
- Does not require as many internal resources to implement
- Often offered as eLearning courses

Want more information?

Visit unboxedtech.com/sales-enablement/readysell



CUSTOM TRAINING CONSIDERATIONS:

- Longer shelf life (average 3-5 years)
- Higher cost up front, but no subscription or licensing fees – 100% yours
- Tailored to your company's unique needs and learning objectives
- Branded to your company's specifications
- Takes a few months to develop (depending on scope of work)
- Requires internal resources to provide feedback and guidance (roughly three hours per person, per week)
- Diverse modalities to choose from: podcasts, video simulations, animation, etc.

Sound interesting?

Visit unboxedtech.com/employee-training



HOW UNBOXED TRAINING & TECHNOLOGY CAN HELP

We're creators of training and technology solutions that are powerful alone, but remarkable together.
Our mission is to empower your modern workforce to deliver measurable results.



ADVISOR

PRODUCT RECOMMENDATION SOFTWARE

Help your reps sell more. Our tool uses dynamic logic customized for your complex products and services to streamline your sales processes. Advisor delivers a repeatable framework that creates consistency your company can depend on.



REDUCE THE AMOUNT OF
TIME TO CLOSE A DEAL



MAKE COMPLEX
CHOICES EASIER



INCREASE SALES
WITH ADDITIONAL PRODUCT
RECOMMENDATIONS

ON THE FIELD RESULTS



"[Advisor] was exactly what we were searching for. It made identifying the best products and programs easy for our associates and customers to understand." - Anthem BCBS

↑ 38%

increase in
productivity of new and
veteran employees

↑ 40%

increase in YOY
close rates

↑ 59%

improvement in
YOY sales



REAL-TIME
LEAVE BEHINDS



ONBOARD
REPS FASTER



AWARD-WINNING
SUPPORT



REPLICATE TOP
PERFORMERS



DATA YOU'VE
ALWAYS WANTED



SCALES & ADAPTS
WITH YOUR BUSINESS





MAKE SMARTER RECOMMENDATIONS

Advisor uses conditional, needs-based assessments to engage customers throughout the sales process and guide them to the best solution for their needs.



MAKE REPS MORE CONSISTENT

Advisor provides a consistent framework to guide customer interactions, allowing you to clone your best sales reps and deliver a consistent, high-quality sales experience every time.



EMPOWER YOUR REPS TO SELL MORE

Advisor's intelligent upsell and cross-sell logic recommends complementary products, packages, add-ons, accessories, and additional services, helping your reps sell more.



GET THE DATA YOU'VE ALWAYS WANTED

Capture valuable data from every customer interaction, like answers to needs-based questions and popular recommendations, and pivot your sales strategy based on your results.



STREAMLINE YOUR SALES PROCESS

Make complex products and services easy to buy. Advisor surfaces relevant products and services from your entire catalog in a modern, easy-to-use interface.



SHORTEN TRAINING TIME

Get reps up-to-speed faster. Advisor not only educates your customers – it also doubles as a great training tool.



"Advisor was exactly what we were searching for. It made everything simple and easy to understand."

EXECUTIVE DIRECTOR OF SALES CHANNEL MARKETING
COMCAST



PITCH

INTERACTIVE SALES PRESENTATIONS

What if you could replicate the presentation and delivery of your top sales rep? Imagine if you could diagnose missed opportunities with precision.

48%

INCREASE IN
PRODUCTIVITY

60%

INCREASE
IN YOY SALES



DOES THIS SOUND LIKE YOU?

In our experience partnering with a variety of industries, we hear common challenges. Which ones sound like you? Rank the following based on your organization.

- ☐ "We have unique products and services that are hard to explain."
- ☐ "I need presentations that are easy to access on the fly."
- ☐ "We need better data to determine ROI to guide our business decisions."

- ☐ "It's hard to know where my sales team is going off-message."
- ☐ "Our business offerings are complex. Training is extremely long, and retention is difficult."
- ☐ "Customers experience inconsistent messaging depending on how they engage with us."



"BEST LEARNING TRAINING & DELIVERY TOOL YET."

CUSTOMIZED FOR YOUR UNIQUE NEEDS

- Custom reporting based on your unique sales KPIs
- Integration with CRMs (including Salesforce)
- Optimization for any device – mobile, desktop, and tablet
- Video, animation, and custom graphics
- Feature comparison, calculator, or simulation



PITCH WILL GROW & ADAPT WITH YOUR BUSINESS

We'll partner with you to keep the tool fresh and relevant and create the right support package for your needs. This can include updating or adding products, marketing, images, and/or troubleshooting support.



METRICS THAT MATTER

Replicate your top performers by gaining insight into how they present. Pitch provides reporting on interactions within the sales process, including key talking points and recommended solutions.



"Working with Unboxed has been a sheer delight. They have been fun, creative, and so responsive working with us. They have developed a great partnership between our teams to truly deliver a great product for our team in the field."

**SENIOR VICE PRESIDENT
COMCAST**

GUIDED SELLING

WHICH TYPE OF GUIDED SELLING IS RIGHT FOR YOU?

Read the following statements and answer whether or not they fit your organization. Then, add up the total number of letters at the bottom to see which type of guided selling fits you best.

| | YES OR NO | LETTER |
|---|-----------|--------|
| We have a hard time describing our products or services because they are complex and hard to explain quickly. | | A |
| We do most of our sales standing side-by-side with our prospects/customers. | | B |
| We are often pulling up presentations on the fly as conversations evolve. | | A |
| We are not effective at sharing notes captured during the sales process because they are taken on paper. | | B |
| It's hard to know what collateral and presentations our sales team is using. | | A |
| We often miss opportunities because it takes too long to follow up with prospects. | | B |
| We struggle with delivering consistent messaging to prospects. | | A |
| Our current tools don't allow for effective, in-the-moment lead and data capturing. | | B |
| It's difficult to understand what prospects find most beneficial in our products and services. | | A |
| We need a tool that can make recommendations to help with upsells and cross-sells. | | B |
| Our sales reps have a hard time understanding what a prospect's top priorities are. | | A |
| Our customers ask a lot of questions and we have difficulty guiding them through a complex process. | | B |
| Our sales reps need to be able to pivot and discuss different products throughout a conversation. | | A |
| We offer a variety of solutions with many options based on the customer's needs. | | B |
| NUMBER OF YES "A" STATEMENTS = | | |
| NUMBER OF YES "B" STATEMENTS = | | |

WHAT YOUR RESULTS MEAN?

If you have **3 or more "A"** statements, **interactive presentations** might be just what your team needs.

If you scored **3 or more "B"** statements, a **product recommendation engine** is the way to go.

If you scored **3 or more "A" and "B" statement**, a **blended solution** incorporating interactive presentations and a recommendation engine could be best for you.

PITCH - INTERACTIVE PRESENTATION CONSIDERATIONS:

- Visually shows off your products and services
- Serves as a training and presentation tool
- Tracks every user interaction to provide robust data and insights
- Uses videos and animation to make content more engaging
- Includes maintenance and support after delivery

Want more information?

Visit unboxedtech.com/sales-enablement/interactive-sales-presentations



ADVISOR - PRODUCT RECOMMENDATION SOFTWARE CONSIDERATIONS:

- Uses dynamic logic customized for your products and services to make smart recommendations
- Recommends related products and services
- Captures prospect data, competitor intel, and keeps notes throughout a sales conversation
- Sends recommendations and follow-up materials directly to a prospect
- Tracks every user interaction to provide robust data and insights
- Simplifies and creates consistent processes for complex products and services
- Includes maintenance and support after delivery

Like what you see?

Visit unboxedtech.com/sales-enablement/dynamic-recommendation-engine



HOW UNBOXED TRAINING & TECHNOLOGY CAN HELP

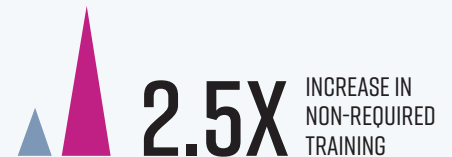
Whether your team is selling complex services or a variety of competing products, guided selling tools can help. Our team is committed to helping you find the right solution for your needs.



SPOKE

LEARNING EXPERIENCE PLATFORM

Built for simplicity and engagement, Spoke elevates the learning experience by allowing mobile workforces to train and learn in the flow of their day.



EVERYTHING YOU NEED, NOTHING YOU DON'T

★
EASY CONTENT
AUTHORING & PUBLISHING

★
COLLABORATIVE
& SEARCHABLE

★
NEXT-LEVEL & GAMES
GAMIFICATION

★
ACCOMMODATES ALL
FORMS OF CONTENT

★
ROBUST REPORTING

★
UNIQUE LEARNING JOURNEY



REAL HUMAN SUPPORT

Spoke is not only a great LMS, it comes with great support, too. Our Spoke Success Team will partner with you for configuration and ongoing support.



<1 HR

AVERAGE SUPPORT
TICKET RESPONSE TIME

90%

OF SUPPORT TICKETS ARE SOLVED IN ONE TOUCH

WORD ON THE STREET



COMCAST
DIRECTOR OF RETAIL CHANNEL MANAGEMENT



"Spoke has led to increased performance for every team member. They connect with each other in the community, and tell me they can't wait for more training to earn coins!"



GLAXOSMITHKLINE
DIRECTOR OF COMMERCIAL SALES



"Spoke is extremely user friendly and allows the trainee to easily navigate through the modules."

DON'T FORGET ABOUT THE CONTENT

CUSTOM TRAINING

Looking for training that's contextual to your organization? We partner with your subject matter experts to create action-oriented solutions that learners are excited about.

TURN-KEY TRAINING

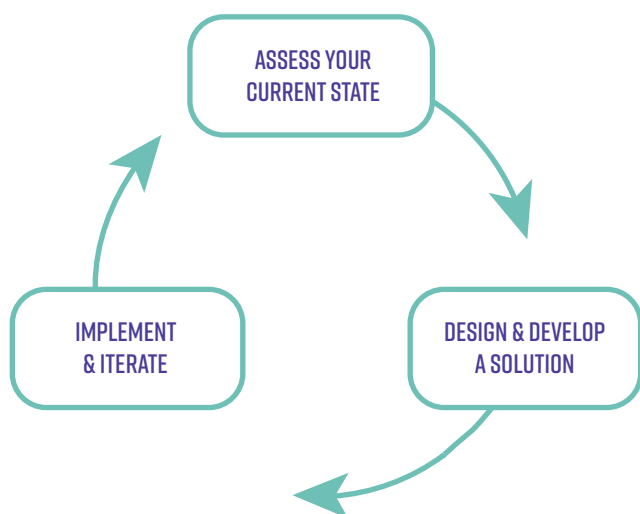
Need content now? ReadySet, our turn-key, semi-customizable training, is high-quality, activity driven, and measurable. It's based on our proven methodologies.



WORKING WITH US

#awesome

OUR PROCESS



ASSESS YOUR CURRENT STATE

- Get to know your business, people, and culture
- Review existing materials
- Analyze needs and goals
- Recommend a solution

DESIGN & DEVELOP A SOLUTION

- Establish what success looks like and how it will be measured
- Design and develop training
- Configure and customize software tools

IMPLEMENT & ITERATE

- Launch your solution
- Provide integration and implementation support
- Measure and analyze results
- Recommend next steps to continually improve



HOLISTIC

Meet your one-stop shop. Custom content to train your teams, technology to deliver it, and evaluation tools to keep everyone on track.



PARTNERSHIP

We develop a deep understanding of your people, culture, and goals to deliver engaging and effective programs.



EXPERTISE

Benefit from our experience. Our team of experts has spent years creating and testing our solutions.



SIMPLICITY

Increase retention and productivity. We make the complex simple with clear, concise, conversational training and easy-to-use technology.

GLOBAL IMPACT

We're proud to provide training to learners across the world in **eight** different languages.



OUR MISSION

We contribute to the world by creating new ways to educate and empower people.

WHEN WE EDUCATE AN EMPLOYEE OR
A CUSTOMER, WE GIVE **KNOWLEDGE**.

This could be the knowledge to make an informed decision, answer a question, or succeed and grow as an individual.

WHEN WE EDUCATE AN EMPLOYEE OR
A CUSTOMER, WE GIVE **CONFIDENCE**.

This could be the confidence to greet a customer, lead a new team, or make a purchase decision.

WE LOVE OUR CLIENTS





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