Optimizing Post Go-Live

How to get the most out of an ever evolving product and workforce
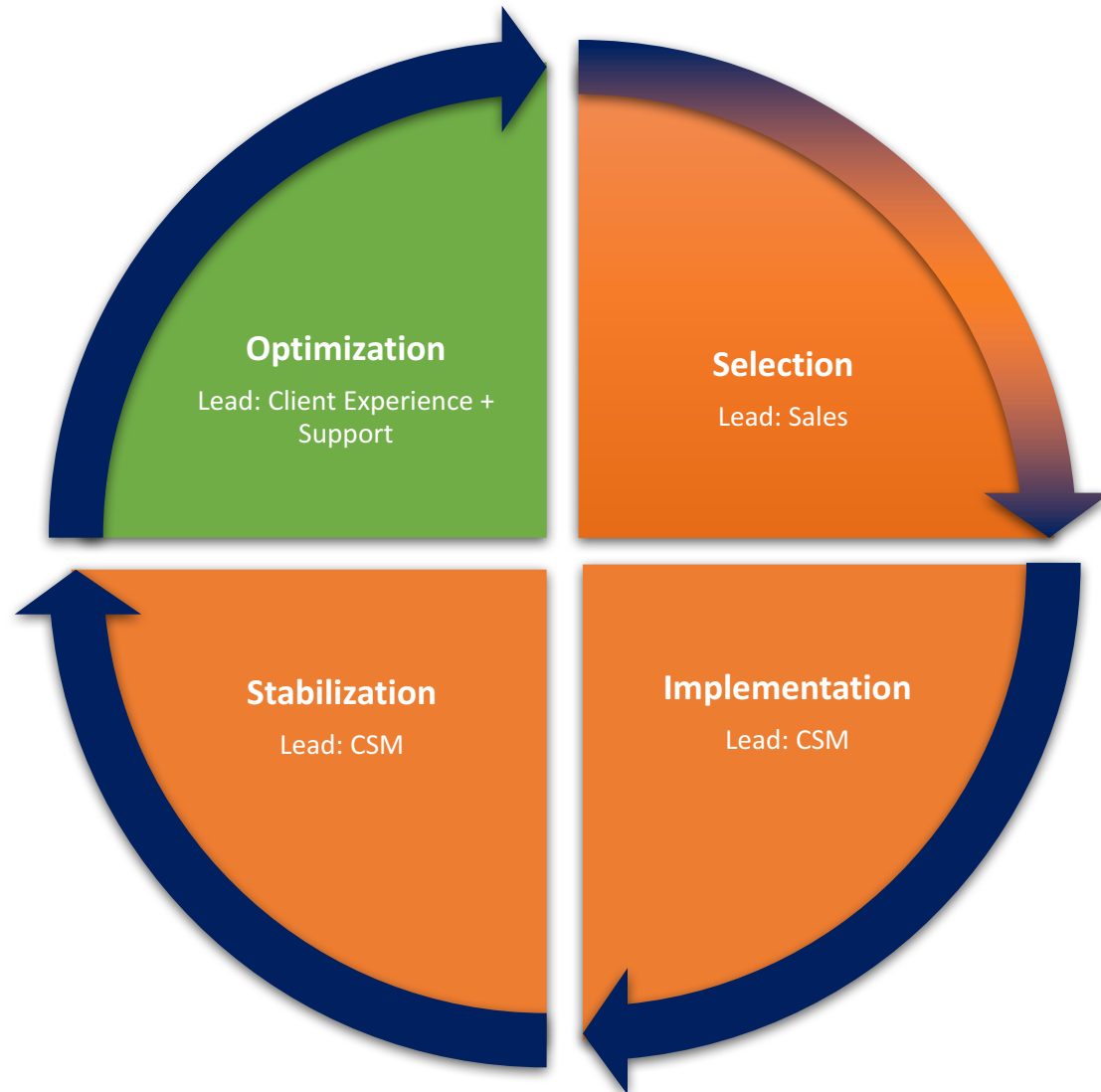
The mission of the Customer Success team is to help clients realize the value of AlayaCare as quickly as possible.

The CS team supports clients during the implementation process and provides ongoing support and optimization services post go-live.

The AlayaCare Client Lifecycle

Selection	
Definition of scope and requirements gathering	
Implementation	
Structured & collaborative implementation following AlayaCare methodology	
Stabilization	
Successful billing and payroll runs + guided transition to support and client experience	
Optimization	
Ongoing level 2 support + identification of improvement opportunities and realization of AlayaCare value for the organization	

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BETTER OUTCOMES 2017

OK....but what do we actually do during "optimization"?

- Client Health Tracking: Promote innovation, knowledge creation and capability development

- Business Reviews: Facilitate experience- and information-sharing for problem solving

- Community Engagement: Enable "communities of practice" to sustain and promote best practices

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Life after implementation...

Business Reviews	Client Health Tracking	Community Engagement

- Current state review
- Business Goals
- Opportunities for optimization

- Proactive monitoring
- Action Plans
- Net Promoter Score & Satisfaction Surveys

- Beta testing
- Sharing of best practices
- Industry Initiatives

SUPPORT

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Breakout Session: What does success look like?

Objective: To align on a set of metrics based on industry standards that can be used to evaluate success with the AlayaCare platform

Exercise:
- Each group defines a set of 5 AlayaCare metrics
- Each group chooses 1 metric and prepares a 1 min pitch
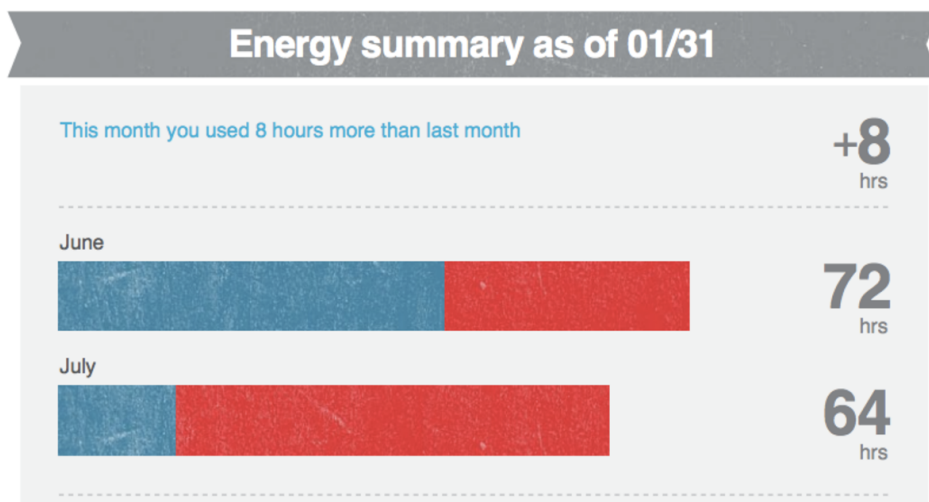
Schedule:
- 15 minutes: Brainstorm
- 15 minutes: Pitches

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BETTER OUTCOMES 2017

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What can we learn from NEST?

Energy summary as of 01/31

This month you used 8 hours more than last month

+8 hrs

June   72 hrs

July   64 hrs

A look at your Leafs:

This month, the average Nest Thermostat owner in your area earned 14 Leafs. Here's how many you earned:

In February you earned:
15 Nest Leafs

In February you're in the top:
50% of Nesters

Optimization

- Continuously drive value for clients

- Understand and support your long term business goals

- A link between Client Success, Product, Sales, and Development teams to our customers through proactive account management

- **Use data to drive performance improvements**

- Employ regular rhythm of reviews to sustain improvement

- Ongoing level 2 support

- Identification of improvement opportunities

- Monitor client health