NEXTHINK ACCELERATE FOR MANAGED SERVICE PROVIDER PARTNER SERVICE DESCRIPTION

FEATURE PACK	SELECT FEATURES	NEXTHINK ACCELERATE PACKAGE			DESCRIPTION	SERVICE LEVEL OBJECTIVE (SLO)
		PRO	CHAMPION	ELITE		
Trusted Guidance	Road-to-Value Mapping & Planning	2 hours included per month; additional Trusted Guidance hours available at a fee (assessed quarterly)	4.3 hours included per month; additional Trusted Guidance hours available at a fee (assessed yearly)	8.6 hours included per month; additional Trusted Guidance hours available at a fee (assessed yearly)	Provided guidance on road-to-value mapping and planning. Contextual, best practice operational recommendations.	-
	Feasibility Guidance				Provided guidance on the feasibility of business requirements through Nexthink. For example, but not limited to, guidance on tool migration(s), Windows migration, etc.	-
	Best Practice Insights				Provided guidance on best practices through Nexthink. For Example, but not limited to, establishing ACT Pilot governance, establishing proactive problem management governance, etc.	-
	Optimize the Nexthink Library				Provided guidance on using the Nexthink Library content.	-
Actionable Insights	Assigned Nexthink Accelerate Consultant as point of contact	NO	YES	YES	Provided a Nexthink Accelerate Consultant as primary point of contact at the Champion and Elite package level. Consultant will meet with Partner and/or Customer Service Owner on a monthly (Pro package level) or weekly (Champion and Elite package levels) for Trusted Guidance. Consultant will establish contact methods with Partner and/or Customer Service Owner.	-
	Value Tracking	NO	YES	YES	Guide on the Organization's Value Tracking and track it on a quarterly basis.	-
	Provide DEX Score benchmarking and trending reports	4 per year upon request	Provided every 2 MONTHS	Provided MONTHLY	Provision of DEX Score benchmarking and provision of trending reports on the status of the configured Nexthink DEX Score.	03 Business Days, recurring based on Nexthink Accelerate Package
	Provide Deep Dive Analytics report	NO	YES	YES	Deep analysis to an area of focus using Nexthink Experience data. Deep Dive Analytics reports count towards the limits of Strategic Automations.	03 Business Days, if requested
	Automation Feasibility Analysis	NO	YES	YES	Feasibility analysis of automation opportunities based on top call drivers provided by Partner.	05 Business Days, limited to single time only
Strategic Automation	Develop Portal Dashboards	8 select features included per year; additional automation select features available at a fee (assessed quarterly)	24 select features included per year; additional automation select features available at a fee (assessed yearly)	Provided a Named Resource. 48 select features included per year; additional automation select features available at a fee (assessed yearly)	Creation and maintenance of Portal dashboards (based on intake request form).	03 Business Days, if requested
	Nexthink Engage Campaign				Creation and maintenance of Nexthink Engage Campaign (based on intake request form).	03 Business Days, if requested
	Remote Actions				Creation and maintenance of Nexthink Act scripts (based on intake request form).	Depends on the complexity of the request.
	Investigations and Alerts				Configure and maintenance investigations and/or alerts (based on intake request form).	01 Business Day, if requested
	Scores				Creation and maintenance of scores (based on requirements document filled in by Customer).	04 Business Days, if requested
	Update App Experience configurations				Updates of App Experience configurations (based on intake request form).	03 Business Days, if requested
	Provide NXQL/NQL to extend Nexthink data				Creation and maintenance of NXQL/NQL queries.	02 Business Days, if requested

Accelerate Token	Tokens are used to purchase additional Strategic Automation select features or Deep Dive Analytics reports.	1 TOKEN = 1 Strategic Automation Select Feature or 1 Deep Dive Analytics Report	
Trusted Guidance Hours	Purchase additional Trusted Guidance hours.	1 UNIT = 1 Hour of live consultancy/interaction with Nexthink Accelerate Consultant	