



## Drive Adoption and Engagement with Data-Driven Insight and Strategic Guidance from Our Experts

There's a lot that goes into nurturing a vibrant employee community and interactive intranet. Beyond the day-to-day demands of community management, it requires ongoing analysis, strategic planning, and constant optimization.

We're here to help. Our professional services team has years of experience helping companies around the world get the most out of their Jive instances and derive maximum value for their organizations – enhancing company alignment, employee productivity, and the bottom line.

We can do the same for you. A-List Community Management Services provide the detailed analysis and guidance you need to drive continuous improvements in adoption, engagement, and business outcomes. With data-driven insight and hands-on assistance from our experts, you can turn an underperforming community into a thriving one, or make a strong community even stronger.

### One Turnkey Package, One Affordable Price

While traditional professional services solutions can be expensive and inconsistent, A-List Community Management Services eliminate risk, improve quality, and remove financial uncertainty. We've bundled a complete set of analytic and strategic consulting services in one affordable yearly subscription.

We'll perform a rigorous evaluation of your community, measure performance in key areas, and benchmark it against similar communities and your company's specific business objectives. Then we'll help you turn those insights into action, developing a point-by-point strategic plan and working with you to drive growth, engagement, and desired business outcomes.

#### A-LIST SERVICES:

- **Hands-on, personalized:** Our experts are there for you, assisting you every step of the way, with services tailored to your community and business needs.
- **Cost-effective:** Saves significant time and labor on analysis and planning, while increasing community ROI. Turnkey subscription package saves money vs costly one-time engagements.
- **Results-oriented:** You'll achieve fast and sustained community growth and engagement thanks to proven best practices and KPIs aligned to your strategic goals.
- **World-class tech support, too.** Includes Aurea Platinum Support, our highest level of technical support, providing prioritized issue resolution, improved response times, managed upgrades and more.

# How It Works

The services are delivered in two phases:

**1) Capture Insights** and **2) Drive Adoption**

**1 CAPTURE INSIGHTS:**

You choose the use cases that you'd like to focus on from our growing library.

Examples include:

- Corporate communication
- Employee onboarding
- Departmental portals/storefronts
- Employee self-help
- Group collaboration

*You can change your selection once a year.*

Our team will analyze usage and adoption for your selected use cases and provide you with monthly report dashboards and benchmarking comparisons. The analysis and metrics go beyond Jive's standard community reports (which are place-specific, not usecase specific), saving the many hours that it would take community managers to derive and analyze this data manually. An insight expert will meet with you monthly to discuss the report and answer your questions.

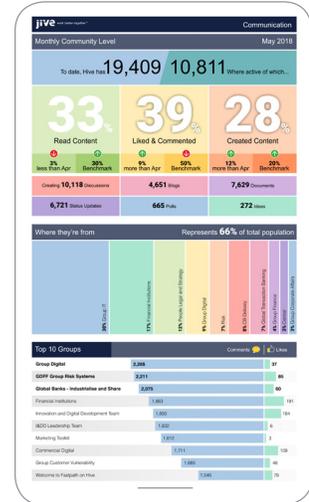
**2 DRIVE ADOPTION:**

It typically takes 2-3 months of data capture and analysis before phase 2 can begin. At that point, you'll be assigned a dedicated strategy expert, who will help you turn the insights gathered in phase 1 into concrete actions.

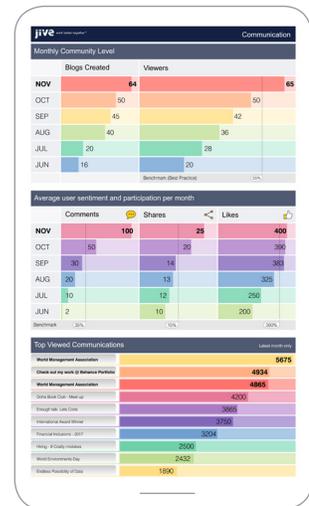
The first step is a discovery session, in which your strategy expert will walk through your community with you and conduct an adoption assessment survey. On the basis of that session and the insights from phase1, the expert will then create an Adoption Strategy Blueprint for your company: a detailed plan for maximizing adoption and engagement for your selected use cases.

You can meet with the strategy expert twice a month during remote office hours to ask questions, discuss challenges, and track your progress as you implement the plan. Meanwhile, we'll continue to collect data and analyze the results, using those evolving insights to review and update your Adoption Strategy on a quarterly basis.

Sample Dashboards



Quarterly Community Dashboards



Community Use Case

## A-List Community Management Services

### Insights

- Monthly report dashboards
- Benchmarking comparisons to similar Jive customers
- Monthly sessions with insights experts

### Use Case Review and Discovery

Interviews with use case stakeholders to assess

- Successes and challenges
- Plans for the future
- Additional requirements

Your dedicated strategy expert will use these results to develop a bespoke Adoption Strategy

### Adoption Strategy

Best practices and recommendations based on the results of the Use Case Review and Discovery sessions

- Communications planning
- Training
- Role models
- Executive engagement Incentives
- Measurement framework

### Hands-on Assistance

- Bi-weekly 1:1 office hours with a dedicated strategy expert
- Quarterly in-depth review of insights and use case progress
- Access to the Adoption Resource Center in AureaWorks

## The A-List Community Management Services Package Includes:

### CAPTURE INSIGHTS

- Monthly report dashboards and benchmarking comparisons
- Monthly remote sessions with an insights expert

### DRIVE ADOPTION

- One-time use case discovery session (remote)
- Adoption Strategy Blueprint from our social collaboration strategy expert
- Twice-monthly 1:1 remote office hour sessions with a social collaboration strategy expert
- Quarterly in-depth reviews and updates: review trends, discuss progress, challenges, and next steps
- Twice-yearly strategy review and readjustment
- Annual use-case selection (change mix of use cases if needed)

## A-List Services: Business Optimization Services + Premium Support

A-List is our elite services tier, designed to simplify your job, drive breakthrough outcomes, and maximize the value of your Aurea solution. It includes two key ingredients of success: specialized Business Optimization Services plus world-class Platinum Support. The first ensures that your Aurea software helps you meet your business goals, and the second ensures that it meets your operational demands.

Ready to join the A-list?

Contact Us >

