



Premium Community Business Services plus Aurea Platinum Support

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 Business 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 engagements can be expensive and inconsistent, A-List Community Business 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.

Our experts will perform a rigorous evaluation of your community, measure performance in key areas, and benchmark it against your specific business objectives. Based on the data gathered, along the knowledge we've gained from years of experience, we will provide you with a custom adoption blueprint and help you turn those insights into action 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

A-List Community Business Services is comprised of the following elements:

Design Custom Blueprint & Growth Strategy

Following a comprehensive discovery session of your community and business objectives, we will work with you to select up to 5 existing use cases to focus on. Examples include:

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

Our experts run benchmark dashboards and provide you with a personalized adoption blueprint outlining initial insight and recommendations. Next, we work together to develop the actions and programs for your community required to achieve your goals.



Capture Insights & Drive Adoption

Our team of experts tracks and provides a monthly analysis of progress made against your specific business objectives. Additionally, we'll provide ongoing program reviews and guidance:

- Monthly review of dashboards, data insight and your activities and actions completed in the last month.
- Quarterly community-wide dashboards
- Twice yearly evaluation and updates to custom blueprint and strategy
- Annual executive summary of the program and outcomes



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.

A-List Community Business Services

Use Case Review and Discovery

Interviews with use case stakeholders to assess

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

Adoption Blueprint and Growth 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

Insights

- Monthly report dashboards
- Monthly review and recommendations session with experts
- Quarterly in-depth reviews and updates: review trends, discuss progress, challenges, and next steps

Hands-on Assistance

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

Ready to join the A-list?

Contact Us >

