

RIGHTNOW® FAST-TRACK TO UPGRADE SERVICES

RightNow offers new enhanced features and functionality specifically designed to help meet your most critical business objectives. To help ease the upgrade process, RightNow is offering Fast-Track Upgrade Service packages that address your specific upgrade needs.

Personalized Packages

The Fast-Track Upgrade packages fall into four categories including low, medium, high and custom. We leveraged HMS (Hosting Management System) and CSI (Customer Service Index) to profile your current implementation based on factors such as data, configuration, workflow, customization, integration, interfaces and analytics needs.

Fully Outsourced Upgrades

In the past, we empowered clients to complete their own upgrades. Although easy, clients expended valuable resources planning for, configuring and learning functionality. Going forward, you can completely outsource your upgrade project to our Professional Services team.

Benefits include:

- Customized - Consulting packages personalized to your specific needs
- Expertise - Use our people to save your resources for your projects
- Delivery - RightNow plans, manages and executes the upgrade process
- Learn - Admins and users learn to leverage the latest version
- Lower Risk - Mitigate downtime risk via managed delivery and testing
- Seamless - Your business process implemented on the latest version

Scheduling Your Fast-Track Engagement

Your account manager will refer to a Complexity Profile Report to determine which package best fits your needs. You may require a custom estimate if your solution has extensive customization, integration or if you prefer services other than the recommended. Once you select a package, Professional Services consultants will take-over-remotely scheduling, planning, managing and executing your Fast-Track Upgrade.

Clients purchasing Fast-Track Upgrade Service packages receive these incentives:

1) One free *standby seat to attend any regionally held training workshop. *(Limited to space available in regional workshops, which have an attendance limit of 15.)



Key Deliverables:

- Complexity Score Review
- Business Process Audit
- Fast-Track Upgrade Project Plan
- Administrator Coaching
- Configuration Worksheets
- Upgrade Test Site and Test Scripts
- Hosted Site Upgrade
- Email Reminders on Upgrade Milestones from RightNow HMS

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