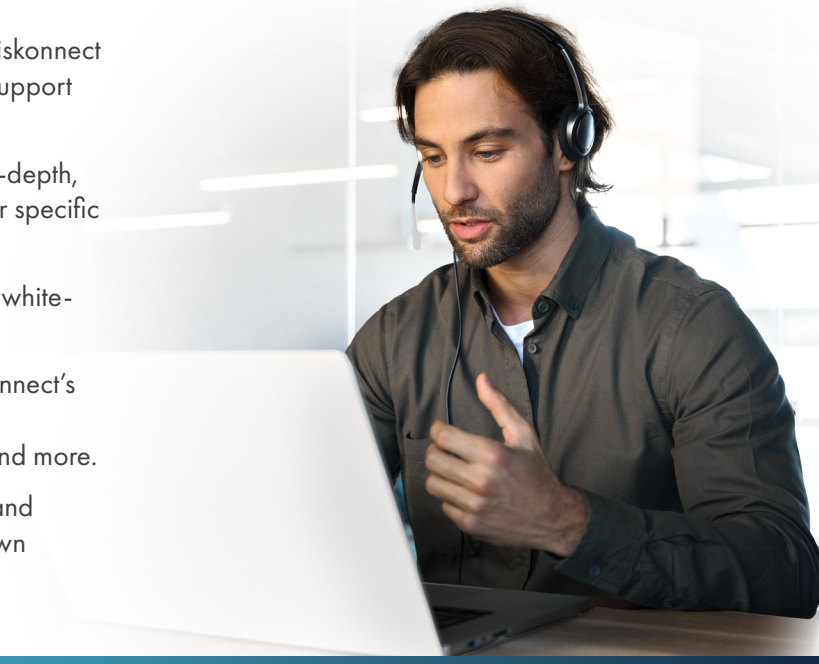
Dedicated Success Engineer Services



When it comes to service, one size doesn't fit all. That's why Riskonnect offers a range of service options to provide the right level of support you need to succeed.

Riskonnect's Dedicated Success Engineer services give you in-depth, personalized support backed by extensive knowledge of your specific configuration.

Access high-touch, personalized support. Get meticulous white-glove support designed around you.

Grow your team – without growing your team. Let Riskonnect's experts provide extra hands to help you work through system configurations, new releases, troubleshooting, user training, and more.

Get the most from your investment. Continually optimize and evolve your risk management solution with the help of your own dedicated expert.

Highlights

PROJECT SUPPORT



Gain assistance for system configuration and support for small- to medium-sized projects.

RELEASE ASSISTANCE



Test and implement new features.

TRAINING AND DOCUMENTATION



Get extra help to train users, create additional documentation, improve adoption, and recommend enhancements.

SPECIFICATIONS AND ASSESSMENTS



Shape specifications and conduct technical health assessments.

DEDICATED SUCCESS ENGINEER SERVICES

HOW IT WORKS

Dedicated success engineers help enhance adoption and maximize the value of your risk management system. Instead of a pooled resource from the customer success team, DSEs are assigned to your specific account. They have an intimate understanding of your organization, software applications, and business needs – and become a true extension of your team.

This service has an additional cost to your standard success bundle. Service hours can also be used to bring in added expertise when needed for maximum flexibility.

LEVELS OF SERVICE

Riskonnect offers three options for DSEs:

- Bundled
- Partially dedicated success engineer (20 hours/week)
- Fully dedicated success engineer (40 hours/week)

Riskonnect Success Services

CAPABILITY	SERVICE HOUR BANK	PARTIAL DEDICATED SE	FULLY DEDICATED SE
Success Engineer (SE)	Pooled many customers	Dedicated to two customers	Dedicated to one customer
Service Hours Included	Yes	Yes	Yes
Service Hours Used For:			
• Success Engineer	Yes	No	No
• Data Services	Yes	Yes	Yes
• Reporting & Analytics	Yes	Yes	Yes

To learn more about our Dedicated Success Engineer services, please review the Dedicated Success Engineer Operating Level Agreement.

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riskonnect

Integrated Risk Management Solutions:

INSURABLE RISK
- Risk Management Information System
- Claims Management
- Billing
- Policy Administration
- Health & Safety

ACTIVE RISK MANAGER

HEALTHCARE RISK & PATIENT SAFETY

GOVERNANCE, RISK & COMPLIANCE
- Enterprise Risk Management
- Third-party Risk Management
- Environmental, Social & Governance
- Compliance
- Internal Audit
- Internal Controls Management
- Policy Management
- Project Risk Management
- IT Risk Management
- AI Governance
- Business Strategy

BUSINESS CONTINUITY & RESILIENCE
- Business Continuity Management
- Operational Resilience
- Emergency Notifications
- Crisis Management
- Threat Intelligence

About Riskonnect

Riskonnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskonnect to gain previously unattainable insights that deliver better business outcomes. Riskonnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit riskonnect.com.

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