

More application teams than ever are updating the dashboards, reports, and analytics in their software. But choosing an embedded analytics provider is only part of the journey. How can you make sure you'll get the support you need to successfully build, embed, and deploy analytics in your application?

Logi Analytics is the only company focused exclusively on embedding sophisticated dashboards and reports in software applications. Embedded analytics isn't just what we do—it's all we do. Over 2,100 customers across a range of industries have trusted Logi to power their mission-critical, multi-tenant applications used by millions of customers.

Logi is invested in our customers' success. Our proven onboarding and support programs give you everything you need to get your application into production, with the innovations you need, on a timeline that matters. You get a dedicated account team, comprehensive enablement services, ongoing support, and a customized onboarding plan tailored to your application's unique needs.

Dedicated Account Team

- + The **Technical Account Manager (TAM)** functions as the CTO of your account, providing your Customer Success Package and helping you fully utilize Logi solutions in the context of your application needs, deployment architecture, and future roadmap capabilities.
- + The **Application Support Engineer (ASE)** understands your application, technology stack, and development plans and will quickly address any support tickets you may have.
- + The **Customer Account Manager (CAM)** is responsible for ensuring your overall success, serving as your primary point of contact for any business concerns including licensing, services, and support escalation needs.



Logi is number one in industry customer service and technical support.”

**STEVE JARVIS,
TRUSTRADIUS.COM REVIEW**

Enablement Services

- + Your professional services consultant will work with you to build the agenda and **Training Curriculum** for your onboarding process. They will ensure your team ramps up quickly and effectively on working with Logi Analytics solutions.
- + Our **Expert-on-Demand** team will address any needs for unique requirements, such as custom visualizations or layouts.
- + We work with you to build a unique **Project Blueprint** for implementation success, including development phases (sprints), progress checkpoints, and recommended approaches for your deployment needs.

Ongoing Support and Resources

- + Use our technical Support Portal to submit tickets, bugs, or product enhancements.
- + Review documentation and how-to guides for developing with Logi solutions on our DevNet Portal.
- + Identify new opportunities to improve through Application Health Checks with your TAM.

YOUR JOURNEY TO ANALYTICS SUCCESS

What to expect in the first 90 days



WEEKS 1-2

Orientation

- + Introduction to your CAM, TAM, and ASE, who will be your advocates and guides throughout your development process.
- + Your TAM will walk through license activation and the development resources available to your team, including Logi DevNet and the Support Portal.
- + Your TAM will cover the agenda for your Customer Success Package and available start dates within the next 2-4 weeks.

Project Kickoff

- + An in-depth review with your TAM of your development plans and timeline.
- + Introduction to the Professional Services (PS) consultant assigned to your Customer Success Package.
- + Your PS consultant will build the agenda for your training with you and confirm the start date.
- + Your TAM will build an implementation success plan with you, including recommended checkpoints following delivery of your Customer Success Package, and recommended approaches to key features per Logi's best practices.



Logi's support staff are top notch. They are responsive and knowledgeable."

JOHNNY STEVENS,
TRUSTRADIUS.COM REVIEW



WEEKS 2-4

Training and Prototyping

- + Your PS consultant will deliver training and support prototyping of early requirements as part of your Customer Success Package.
- + Your TAM will collect your feedback on training and adjust the implementation plan as needed.



WEEKS 4-12

Developer Check-Ins

- + Your TAM will lead weekly or bi-weekly check-ins with your development team to address any questions or issues along your development journey.
- + The Expert-on-Demand team can help address needs for unique and custom requirements (e.g. custom visualizations or layouts) as your application requires.



Working with Logi is a pleasure. They work collaboratively and bring solutions we can try in the market."

RAVI SRINIVASAN,
GROUP FIO

Launch Planning

- + As you approach your go-live date, your TAM will convene a session to plan for deployment and assist your DevOps team in the design of a deployment checklist and launch plan.practices.



GO-LIVE

Launching Your Application

- + Your TAM will support the successful production release of your application. For all future requests, your TAM will be on hand along with a dedicated support engineer who understands your technology stack and deployment needs. For custom or complex requests, you will also have access to Logi's Expert on Demand (EOD) team via your EOD subscription.