



Professional Services



PROFESSIONAL SERVICES

With You Every Step of the Way

Allegiance is committed to helping you hear the voice of your customers and employees, as well as increase their loyalty and engagement by providing you with all of the technology and professional services that you need every step of the way. So, whether you need assistance with strategic planning and goal setting, creating customer contact lists, gathering and/or analyzing your feedback data, developing and executing an action plan, or even determining your business outcomes, you can feel good knowing that you'll always have the support you need. And, you can use our Professional Services group as much or as little as you want throughout every stage of your project.

The perfect companion to Allegiance technology

Having Allegiance technology is a great first step in increasing your customer and employee loyalty and engagement, but with Allegiance Professional Services team, you get another critical component to ensure your success.

Our professional services staff will work with you from the beginning of your project and help guide you through every phase of your engagement initiatives. Along the way, we will also provide you with the comprehensive implementation guidance, education and training, customer support services, and the best practices consulting that you need to rapidly get your organization up and running with Allegiance, and to tap into the full potential of Allegiance solutions.

Our five-pronged strategy for charting your path to success includes:



Allegiance Professional Services Offerings

Implementation Consulting

Allegiance Implementation Consulting follows a set of rapid deployment guidelines and processes to ensure that your company gets started fast and right. During implementation, we will also provide you with:

- A comprehensive welcome kit
- A dedicated customer success manager
- A needs assessment, business objectives analysis
- Project design and road map
- System setup & configuration
- Validation guide & process

Education & Training

Our Education Services team offers a full curriculum of education and training courses that are specifically designed to help you maximize your use of Allegiance solutions, as well as provide you with the knowledge that you need to rapidly grow your customer and employee loyalty and engagement. These courses range from basic software functionality to advanced classes on software and reporting techniques and more. Plus, we let you choose the education format that works best for you—e.g. self-directed, online live instructor-led, and live in-person. Allegiance also offers custom training and education for businesses that have unique training needs.

Our education & training services are available in three tiers:

- A pay on a per-course basis for any course you need
- A fast start 90-day Passport Program
- An Annual Passport Package for unlimited education for 12 months

"The Allegiance Best Practices Consulting team is extremely helpful and approachable. They're subject-matter experts and that's what we're relying on. It has been one of the best investments we've made to strengthen relationships with our employees and customers."

– Linda Talarico, Customer Service Manager, RS Medical

"We never sell anyone a solution and say goodbye. Our growth and success is built on offering complete solutions—which include technology, support and consulting. That's why Allegiance has a 96% customer retention rate."

– Greg Heaps, VP Professional Services, Allegiance

Professional Services

For a complete list of Allegiance courses and bootcamps, see our online course catalogue at: <http://www.allegianceuniversity.com>.

Customer Support

Our world-class customer support consists of two parts:

1. A dedicated Allegiance customer success manager.

Allegiance will provide you with a dedicated customer success manager who understands your business goals and processes, as well as Allegiance products and loyalty and engagement processes. This customer success manager will be your day-to-day guide in helping you with any questions and/or concerns that you may have.

2. Allegiance Customer Support team.

Allegiance offers three Customer Support packages: Standard, Professional or Premier Support. Simply choose the support that best suits your needs. Regardless of which level you choose, you can rest assured knowing that your support issues will be handled quickly and efficiently by a team that is committed to providing you with great customer support.

Best Practices Consulting

Allegiance Best Practices Consulting team—which is made up of PhDs, statisticians, and loyalty and engagement experts (the same experts who helped create the Allegiance Engage platform)—uses your feedback data combined with their experience to uncover important trends and key behavioral drivers, recommend next steps, and map your progress over time. Most consulting is available onsite, but is also available through the web, and is for both administrators and senior management. These services are organized into three areas: foundation, growth and enrichment.

Foundation

To assist you in developing and cultivating a culture of customer and employee engagement, Allegiance offers a series of Foundation Consulting services.

Service packages in this area include:

- Jump start consultation
- Baseline assessment and professional discovery
- Data gathering & preparation
- Allegiance can help you in creating customer contact lists, gathering your customer feedback data, and preparing/cleaning up your data for data analysis

Growth

Once your company has a solid understanding of engagement principles, Allegiance will show you how to optimize your loyalty, engagement and feedback systems, processes and programs, as well as how those systems, processes and programs impact your business outcomes.

Growth Consulting Service packages include:

- Key Process Optimization
- Employee/Customer Turnover Assessment
- Engagement Quick Wins
- Driving Critical Business Outcomes
- Maximizing Custom Reports
- Customer Astonishment/Employee Leadership Workshop

Enrichment

Allegiance Enrichment Consulting works with you to develop an action plan based off of your feedback data as well as create growth and lasting value for your business. We also show you how to expand your ability to manage feedback, identify trends, spot pitfalls and opportunities, and benchmark your organization's performance against peers.

Allegiance Enrichment Consulting Service packages include:

- Action Planning
- National Benchmarking
- Quick Hit Survey
- Cultural Assessment and Alignment Workshop
- Qualitative Data Categorization and Classification
- Custom Consulting Services

A big idea that's part of a bigger solution

Allegiance Professional Services are a companion to—and a crucial part of—the complete Allegiance Engage platform. Call us today to find out more about the benefits and value that our engagement solutions can offer your company.

The Allegiance Family of Solutions



The Allegiance Engage platform delivers convenient, cost-effective Software as a Service (SaaS) solutions. They require no hardware or IT support.

For more information, visit www.allegiance.com.
To demo a product or contact Allegiance sales, call 801.617.8000.

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