

# Touchplan's Customer Success Team

With Touchplan, you get more than just tool training. You get a team of planning experts who will help you set up standardized planning processes using the platform that's used by the most users, on the most projects, to optimize the largest construction volume on the market.

## With our Customer Success Team, you get:

- A dedicated point of contact for your company and projects to help you reach your planning goals
- Help establishing effective planning routines to run more efficient meetings, and reduce planning related delays
- Training and assistance to ensure collaboration from all project stakeholders
- A partner to help deepen usage of all areas of Touchplan to produce desired results
- An extra hand to work with project teams to generate useful analytics and reduce time spent aggregating, analyzing, and reporting



## Touchplan Implementation



### Onboarding

Execute first planning session in Touchplan

**Result:** more efficient meetings, reduced rework rates, fewer planning delays



### Adoption

Understand how to look at project data and analyze planning habits

**Result:** reduce the time spent aggregating, analyzing, and reporting



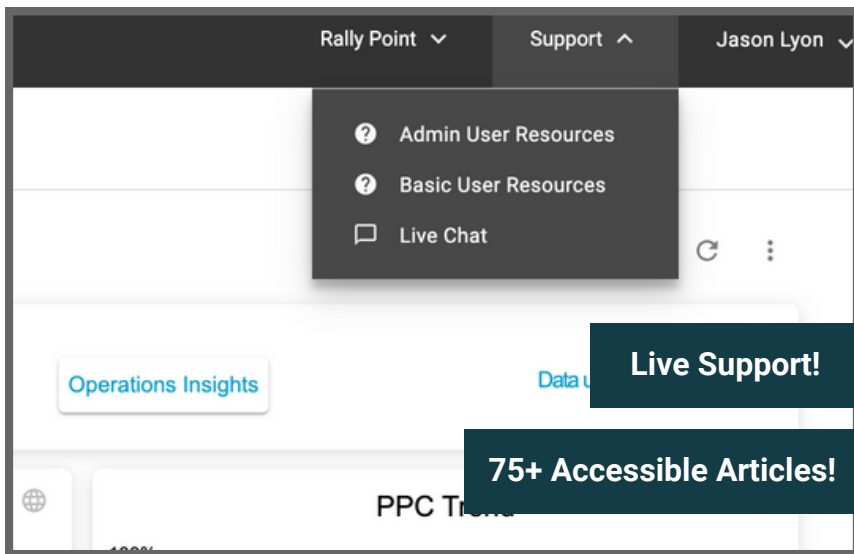
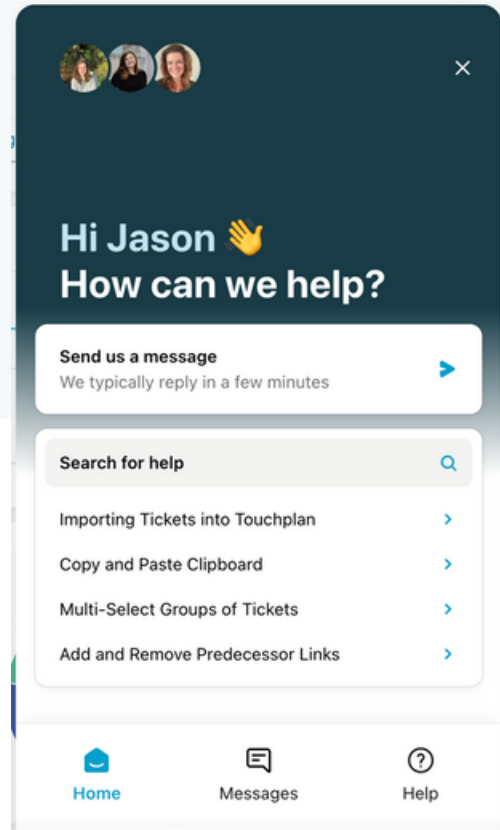
### Value Realization

Learn how to customize and enhance the planning process

**Result:** reach planning specific goals and standardize processes

## Touchplan Live Chat

- Live Chat in Touchplan will connect you with a member of our Customer Success team in seconds
- Available to **ALL** users in Touchplan
- Average live-chat response time of only 36 seconds



## Knowledge Base

- Self-Guided Learning and Resources
- Touchplan Academy
- Help Center (75+ How to Articles/Videos)
- User Guide
- Playbooks & Implementation Guides
- Live Training Webinars weekly

"The relationship with Touchplan is outstanding. Our teams have worked well with Touchplan's customer success team, and they have done a great job on how to best use the product while being extremely receptive to our feedback on how to make the product better."

- Project Executive, Lee Kennedy

