CrowdComms Enterprise SLA

Onboarding:

- 4 x training sessions focusing on the relevant areas of the CrowdComms offering to ensure you have the time to master the full platform.
  - 1 x Registration training.
  - 1 x App building training.
  - 1 x Attendee engagement training.
  - 1 x Badge printing software training.
- Training is recorded to be available to watch back as often as required. We recommend spread the training over several days or weeks to ensure you have time to digest everything.

Reviews:

- Regular reviews with your dedicated account manager. We recommend monthly, alternative frequency can be agreed.
- Quarterly product review meetings with leadership team to give you visibility on what is coming and to have direct input.
- Optional quarterly refresher training covering new features and how to manage these. All training is recorded.

Ongoing:

- The CrowdComms Content Management System (CMS) is incredibly intuitive, and you will have access to our comprehensive step by step guide to setting up your event platform along with an extensive library of docs and tutorial videos to help you along the way.
- Further support is available via a live chat desk which is accessible directly from the CMS. You can contact our highly trained support staff with any questions or queries. Support hours on the live chat desk are 08:00-18:30hrs Monday-Friday.
- Our support team can also be contacted via telephone during the same hours as above.
- CrowdComms will provide a custom domain for your platform, up to the value of £25. Please contact the live chat desk who will set this up for you.
- CrowdComms will provide templates for content available for download from the CrowdComms dashboard (CMS).
- CrowdComms will provide access to some generic HTML email templates that can be used to promote the platform. Please note, this is a templated email and you will be responsible for producing custom emails should the template not be suitable for your specific requirements. You will also be responsible for sending the email. Example

Optional enhancements to the self build SLA:

- Design setup service
  - CrowdComms design team apply your branding to the platform. Includes, brand colours, fonts and replicating your brand assets in one of the existing templates.

- Training call (one hour), with one of the CrowdComms experts.
  - Discuss your requirements, receive training and best practise guidance on how to get the most of the CrowdComms platform.
- Review Call (one hour), with one of the CrowdComms experts.
  - A chance to review the platform progress, receive refresher training, and best practise guidance on how to get the most from the CrowdComms platform.
- CC Support Package
  - Combines design setup, training call and review call. Perfect for those who need a helping hand but want to manage the build themselves.
- Managed build SLA

- Event Services

Client responsibilities and considerations:

- Client will complete project kick off form. CrowdComms cannot initiate the platform for you until this is completed.
- Changes in scope outside of the brief agreed with Account Manager before project kick off will need to be discussed with the Account Manager. Any changes to scope of work may result in additional costs and depending on what the change to scope involves, this may not be achievable within previously agreed timelines.
- Client will use the in-built page builder in the CMS to apply branding and design assets to the platform. If you require a bespoke design outside of our templates please contact your Account Manager.
- Client will upload all content via the CMS.
- Client will make all edits and updates via the CMS.
- Client will review and approve all content, the platform and complete the project sign off form before promotion.
- Client will be responsible for a promotion email/onboarding comms to the attendees. Best practise is to send this html email via an email marketing provider i.e. mail chimp. If you do not have access to an appropriate email marketing platform, it will be your responsibility to find an alternative method of promoting the platform.
- Client will be responsible for managing communications with end users who have issues accessing the platform - Read more
- In all instances the client will be required to complete the project sign off form. If you promote the platform without completing the project sign off form which follows the CrowdComms internal QC check, CrowdComms will not be responsible for any issues that may arise as a result of the setup.
- Native apps require three (3) weeks for the submission process. If rejected, resubmissions have the same three (3) weeks submission process. CrowdComms will provide guides to

assist the client with setting up app store accounts and CrowdComms will process the submission upon receiving all required assets and invites. CrowdComms are not responsible for delays in the submission that arise from waiting for app store setup or approval.

- Client is responsible to share best practices relating to managing streaming if the client opts to manage streaming internally or through external AV / production partner -

  https://docs.mux.com/docs/configure-broadcast-software

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