

# Business Optimization

From  AvSight

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**Serious about scaling your business?** AvSight Business Optimization is the solution that you've been looking for.

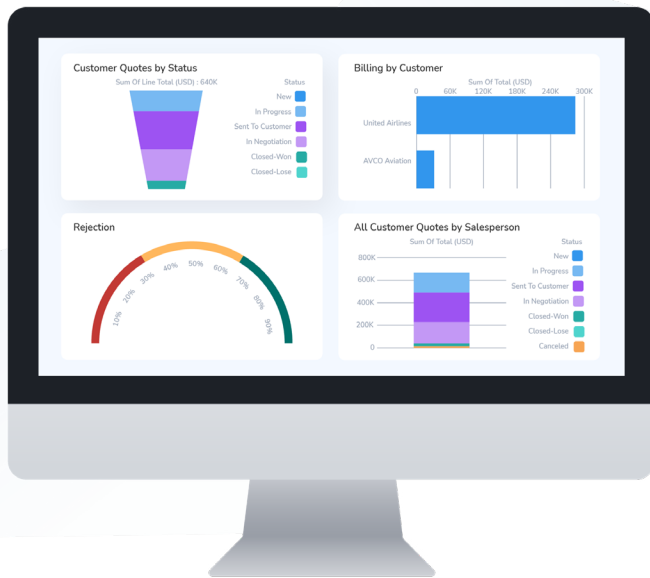
AvSight is an unparalleled ERP out of the box. But it's also an incredibly flexible and powerful platform that's ready to be customized to align with your business vision. To help our users take advantage of all of AvSight's possibilities, we've developed a new service - AvSight Business Optimization.

**Business Optimization takes your AvSight experience beyond support** and provides additional coaching, guidance, and services to help you streamline workflows, automate processes, and uncover new ways to leverage AvSight.

## Available Tools & Services

Service	Support	Growth	Enterprise
AvSight University	•	•	•
Knowledge Base	•	•	•
Technical Support	•	•	•
Discovery for Customization	•	•	•
Support Ticket Users	2	5	10
Dedicated Customer Success Manager		•	•
Remote Training & Consultation Hours Included		5	10
Professional Services Hours Included		5	10
Annual Business Reviews		2	4
Concierge Level Customer Success Management			•
Annual Onsite Visit			•
New Release & Upgrade Coaching			•
Masterclass Series Webinar Registrations	\$30/ea	Included	Included
Discount on Virtual Training Hours		5%	10%
Discount on Professional Services Hours		5%	10%

# Which Plan is Right for Me?



AvSight Business Optimization comes packaged into two options - **Growth** and **Enterprise** - curated to meet the needs of **small to medium** sized businesses and **medium to large** sized businesses. Some services can also be purchased separately. These services are provided in addition to our **included standard support**.

## Standard Support

**What it is:** This is our standard suite of support tools and resources that all AvSight customers receive access to as a part of our inclusive pricing.

**Who it's for:** Customers who primarily want to use AvSight in its standard configuration. These customers prefer to grow their AvSight skills using self paced training on AvSight University and Salesforce Trailheads.

**Cost:** Included in Subscription

### Included in Support:

#### AvSight University

A collection of self-paced training modules designed to get new users up and running with AvSight.

#### AvSight Knowledge Base

Educational articles that provide information on a wide range of AvSight features and functionality. This is also where you can find release notes detailing the newest feature additions and improvements added to each newly released version of AvSight.

#### Technical Support Portal

A portal that allows you to submit tickets to our support experts to keep your AvSight system running as intended - including things like bug fixes, troubleshooting, and upgrades. Standard support includes ticket submission and management access for up to two unique users.

#### Discovery for Customized Offerings

Have an idea for a customization, but want to understand the timeline, costs, or other considerations? Complimentary discovery sessions with a member of our Customer Success

team are available to all AvSight customers. Sessions are limited to one hour per request.

## Business Optimization

# Growth

**What it is:** A collection of value added services designed to help small to medium sized businesses leverage AvSight through customization, coaching, and process improvement.

**Who it's for:** Small to Medium sized businesses looking to leverage AvSight to help them scale efficiently.

*Growth is ideal for customers who:*

- Value regular training to ensure users are using AvSight effectively and new hires are up to speed.
- Want to optimize their workflows to get the most out of AvSight.
- Want to leverage automation or customized functionality to work more efficiently with AvSight.

**Cost:** \$10,000 Annually

## Included in Growth:

### Dedicated Customer Success Manager

Think of your Customer Success Manager (CSM) as your personal AvSight expert. They are just a phone call or email away and can provide help and guidance to help you tailor AvSight for your unique business needs. Just let them know about any issue you're facing and they'll take care of monitoring its progress and escalating complex issues as needed. This personalized service allows you to focus on running your business and facilitates faster ticket resolution.

**Value:** \$8,000

### Remote Training or Consulting

Business Optimization plans include an annual allotment of 5 hours that can be used for remote user training or consulting on best practices. These sessions can even be recorded for future reference or to share with other team members. Need more hours? We've got you covered - Growth customers also receive a 5% discount on additional training and consultation hours.

**Value:** \$825

### Professional Services

Business Optimization plans also include an annual allotment of 5 professional services hours. These hours can be used for projects such as custom development, form customization, and automation configuration. If your project list is expansive, no worries - Growth customers also receive a 5% discount on additional professional services hours.

**Value:** \$900

### Business Reviews

Want to make sure your workflows and tech stack align with your business goals? Our team will conduct regular reviews to analyze your processes and make sure AvSight is satisfying your

expectations and needs. We'll also examine the current ROI you're getting from AvSight and provide suggestions for increasing it. Growth includes two business reviews per year.

**Value:** \$650

### Support Ticket Users

With this plan up to 5 unique members of your team can be granted ticket submission and management access to the AvSight support portal.

### Masterclass Webinar Attendance

Get unlimited user registrations for our educational Masterclass webinar series.

**Value:** \$360/User

## Business Optimization

# Enterprise

**What it is:** A collection of premium services curated to give medium to large businesses the support they need to prioritize growth, efficiency, and profitability.

**Who it's for:** Customers for whom technology plays a key role in strategic plans.

*Enterprise is ideal for customers who:*

- Count on their SMEs to have a keen understanding of the latest AvSight features.
- Rely on optimized workflows that can keep up with evolving business demands.
- Demand a high level of customization and automation to tailor AvSight to their unique processes.

**Cost:** \$20,000 Annually

## Included in Enterprise:

### Premium Customer Success Management

Big plans demand intensive coaching. Premium Customer Success Management provides an even more elevated level of attention and proactive advising on product optimization. Additionally you'll get concierge level real-time ticket and change request monitoring. This personalized service allows you to focus on running your business and facilitates faster resolution of complex issues.

**Value:** \$10,000

### Remote Training or Consulting

Business Optimization plans include an annual allotment of 10 hours that can be used for remote user training or consulting on best practices. These sessions can even be recorded for future reference or to share with other team members. Need more hours? We've got you covered - Enterprise plan customers also receive a 10% discount on additional training and consultation hours.

**Value:** \$1,800

### Professional Services

Business Optimization plans also include an annual allotment of 10 professional services hours. These hours can be used for projects such as custom development, form customization, and automation configuration. If your project list is expansive, no worries - Enterprise plan customers also receive a 10% discount on additional professional services hours.

**Value:** \$1,800

### Onsite Visits

From hands-on training to live process reviews, in person visits can be an incredibly efficient way to achieve your strategic goals. Enterprise Business Optimization plans include an annual one week onsite session with your CSM.

**Value:** \$12,000

### Business Reviews

Want to make sure your workflows and tech stack align with your business goals? Our team will conduct regular reviews to analyze your processes and make sure AvSight is satisfying your expectations and needs. We'll also examine the current ROI you're getting from AvSight and provide suggestions for increasing it. Enterprise includes four business reviews per year.

**Value:** \$1,300

### Support Ticket Users

With this plan up to 10 unique members of your team can be granted ticket submission and management access to the AvSight support portal.

### New Release and Upgrade Coaching

Be the first to benefit from game changing new AvSight features. Customized new release demos, training, and pilot testing ensure that you'll be able to take advantage of upgrades from day one. You'll also get sandbox support throughout the pilot testing process.

*Value: \$1,500*

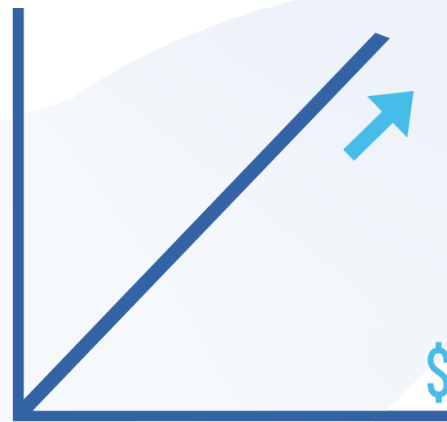
### **Masterclass Webinar Attendance**

Get unlimited user registrations for our educational Masterclass webinar series.

*Value: \$360/User*

# Business Optimization ROI

Process efficiency improvements are among the most effective, yet overlooked, boosts businesses can make to their bottom line. By leveraging AvSight's efficiency and optimization focused services, you give your business a serious competitive advantage. According to a recent report by McKinsey & Company, companies with strong operational excellence programs achieved up to **30% higher profitability** and **50% higher productivity** than their peers.



Efficiency gains and ROI can vary greatly based on a number of factors including previous processes and the quantity and scope of projects that your company undertakes. To help you determine the gains you could realize, on the following pages, you'll find a few common projects and their estimated cost as standalone projects completed by AvSight, with business optimization pricing, and when completed by a third party consultant.

### **Value of Included Services**

**Growth Plan** - \$14,075    **Enterprise Plan** - \$35,800

Valuations do not include the additional discounts on professional services and training. Numbers assume 10 webinar attendees for Growth plans and 20 for Enterprise.

## Example Project: Creating a Customized Dashboard and Reports

Skyways MRO would like an easy way for their shop manager to get at a glance insights into critical tasks, pending issues, and KPIs. Their Customer Success Manager suggests using a dashboard to visualize this important data. Creating and testing this dashboard and the reports upon which it's based requires about 15 hours of professional services.

### Standalone Pricing

\$0 Discovery for Project  
\$3,075 15 hrs Professional Services

**\$3,075 Total**

Professional Services provided at \$205/hr with complimentary discovery.

### Growth Pricing

\$0 Discovery for Project  
\$0 5 hrs Professional Services  
\$1,947 10 hrs Professional Services

**\$1,947 Total**

5 hrs of Professional Services included in plan. Remainder provided at \$205/hr with a 5% discount. Complimentary discovery.

### Enterprise Pricing

\$0 Discovery for Project  
\$0 10 hrs Professional Services  
\$922 5 hrs Professional Services

**\$922 Total**

10 hrs of Professional Services included in plan. Remainder provided at \$205/hr with a 10% discount. Complimentary discovery.

### Third Party Pricing

\$375 Discovery for Project  
\$5,625 15 hrs Professional Services

**\$6,000 Total**

15 hrs of Professional Services at \$375/hr. Discovery is billed at hourly rate.

## Example Project: Creating a Customized Integration

SkyParts Providers would like to establish a direct, automated connection with its key suppliers. They would like AvSight to integrate directly with another listing service they use so they can see real-time updates on inventory levels, pricing, and new parts. While AvSight doesn't currently integrate with this service, their Customer Success Manager offers a custom development project. Designing, coding, installing, and testing the integration requires about 50 hours of professional services.

### Standalone Pricing

**\$0** Discovery for Project  
**\$10,250** 50 hrs Professional Services

**\$10,250 Total**

Professional Services provided at \$205/hr with complimentary discovery.

### Growth Pricing

**\$0** Discovery for Project  
**\$0** 5 hrs Professional Services  
**\$8,764** 45 hrs Professional Services

**\$8,764 Total**

5 hrs of Professional Services included in plan. Remainder provided at \$205/hr with a 5% discount. Complimentary discovery.

### Enterprise Pricing

**\$0** Discovery for Project  
**\$0** 10 hrs Professional Services  
**\$7,380** 40 hrs Professional Services

**\$7,380 Total**

10 hrs of Professional Services included in plan. Remainder provided at \$205/hr with a 10% discount. Complimentary discovery.

### Third Party Pricing

**\$375** Discovery for Project  
**\$18,750** 50 hrs Professional Services

**\$19,100 Total**

50 hrs of Professional Services at \$375/hr. Discovery is billed at hourly rate.



## Example Project: Remote Refresher Training

AeroJet Solutions has a new employee starting who will need to use AvSight heavily in their role. While they have provided their own training, they want to ensure their more detailed questions are answered through 1:1 training with an AvSight expert to ensure they continue to ramp up quickly. They elect to purchase 5 hours of remote training for the new employee.

### Standalone Pricing

**\$0** Discovery for Project  
**\$825** 5 hrs Training

**\$825 Total**

Training provided at \$205/hr with complimentary discovery.

### Growth Pricing

**\$0** Discovery for Project  
**\$0** 5 hrs Training

**\$0 Total**

5 hrs of Training included in plan. Any additional services would be provided at \$205/hr with a 5% discount. Complimentary discovery.

### Enterprise Pricing

**\$0** Discovery for Project  
**\$0** 5 hrs Training

**\$0 Total**

10 hrs of Training included in plan. Any additional services would be provided at \$205/hr with a 5% discount. Complimentary discovery.

### Third Party Pricing

**\$375** Discovery for Project  
**\$1,875** 5 hrs Training

**\$1,910 Total**

5 hrs of Training at \$375/hr. Discovery is billed at hourly rate.

*The above estimates are intended to provide an idea of the time requirements and costs associated with similar projects. They do not constitute a quote for services to be rendered. Each project is unique and involves a variety of factors that may simplify or complicate the provision of services. Project specific quotes can be provided after complimentary discovery.*

*Third party pricing varies based upon provider. The estimated pricing is based upon our understanding of current provider rates and is accurate to the best of our knowledge, however actual pricing may be higher or lower than shown.*