

TEAM ONBOARDING

# Stormboard Training Packages

# Stormboard Training Programs

## Introduction

The Customer Success Team at Stormboard is responsible for making sure our customers have the best experience possible with our product.

They offer expert-led training programs that help users learn how to use Stormboard to work better together, hold better meetings, have more creative collaborations, and create a company-wide culture of innovation.

The Customer Success Team will ensure that your team is armed with the skills you need to integrate Stormboard into your daily processes making them more efficient and effective.

If you require specialized packages, the Customer Success Team will collaborate with you to develop something specific for your needs. See the end of this document for an example of a custom training package that was created for an Enterprise client.

## Included Training

The training that is included in your subscription is based on the number of seats that you have purchased. Your included training expires after one year. Add-on training can be purchased and tailored specifically to your needs.

| SEATS  | 0 – 499  | 500 – 2499  | 2500 – 4999                                       | +5000   |
|--|--|---|---|---|
| Always Available   | Stormboard Academy, Help Knowledgebase, VIP support (10 x 5) |   |   |   |
| Included Live Trainings<br>(should be read as UP TO)     | 1 Admin  | 1 Admin<br>3 Basic<br>2 Advanced<br>1 Facilitator | 2 Admin<br>4 Basic<br>2 Advanced<br>2 Facilitator | 2 Admin<br>4 Basic<br>2 Advanced<br>2 Facilitator |
| Included Consulting (Additional Consulting not included) | N/A  | 5 hours   |   |   |
| Included Consulting                                      | \$190/hour (USD)   |   |   |   |
| Strategic Business Reviews                               | 1  | Up to 2   | Up to 4   | Up to 6   |
| Recommended Additional Training                          | Starter  | Starter   | Advanced Add-on                                   | White Glove Add-on                                |

## Add-on Packages

Add-on packages can be tailored specifically to the customer's needs. Please note that all packages are valid for one year from purchase date. See below chart for more details on the packages.

|   | STARTER  | ADVANCED   | WHITE GLOVE  |
|---|--|--|--|
| Additional Custom Engagements (in addition to the inclusions noted above and should be read as UP TO) | 1 Admin<br>3 Basic<br>2 Advanced<br>1 Facilitator<br>1 Train the Trainer | 2 Admin<br>4 Basic<br>4 Advanced<br>3 Facilitator<br>2 Train the Trainer | 4 Admin<br>8 Basic<br>8 Advanced<br>6 Facilitator<br>4 Train the Trainer |
| Private Group Webinars  | 0  | Up to 3  | Up to 6  |
| Customized Academy Training Videos  | Ask us for Pricing   | Ask us for Pricing   | Ask us for Pricing   |
| Custom launch package (PPT deck, Quick Start Guide, Tips & Tricks)                                    | Ask us for Pricing   | Included   | Included   |
| Value (USD)   | \$5,000  | \$16,000   | \$40,000   |
| Packaged Price (USD)  | \$2,500  | \$8,000  | \$20,000   |

## A-La-Carte Training

The Customer Success team is happy to work with you to develop custom packages and make suggestions based on our experience.

| TRAINING TYPE                      | MAX USERS | TIME         | PRICE (USD) |
|------------------------------------|-----------|--------------|-------------|
| Basic                              | 30        | 45 min       | \$500       |
| Advanced                           | 25        | 60 min       | \$500       |
| Facilitator/Template               | 10        | 60 min       | \$1,000     |
| Account Admin Training             | 3         | 30 min       | \$500       |
| Agile Training                     | 20        | 60 min       | \$1,000     |
| Best Practices                     | 20        | 60 min       | \$500       |
| Train the Trainer Training         | 10        | 60 min       | \$1,000     |
| Private Group Webinar              | 500       | 60 min       | \$1,500     |
| Customized Academy Training Videos | N/A       | Up to 30 min | \$5,000     |

# Basic End User Training

This introductory training gives an overview of Stormboard's basic features to get your team started using the product, adding ideas, and collaborating. We can customize this training by using a specific template, color scheme, etc. in order to ensure it is relevant to your specific way of meeting or managing projects. This training sessions are for up to 30 people and last approximately 45 minutes, including time for questions and answers.

**Price: \$500**

You will learn:

- Navigating your Dashboard (basic)
- How to create a Storm
- Choosing a template
- Adding ideas
- Sticky note menu
- Types of sticky notes
- Commenting, voting, and assigning
- Editing sticky notes
- Inviting people to collaborate
- Storm zoom and navigation
- Where to find tours and help documents

# Advanced End User Training

In our Advanced End User training, we go beyond basic features and show how you and your team can use Stormboard for specific business processes and long-term project management. You will also learn how to integrate Stormboard into your workflow. This training sessions are for up to 25 people and last approximately one hour, including time for questions and answers.

**Price: \$500**

You will learn:

- Navigating your Dashboard
- Selecting multiple sticky notes
- Creating Index Sticky Notes/Sub-Storms
- Activity, tasks, and chat panels
- Accessing the color legend
- Navigating the lower menu
- Reporting
- Storm switcher
- Customizing your account preferences
- Managing the number of votes
- Using the timer function
- Storm setup

# Storm Administrator & Facilitator Training

This training focuses on the features available to the Storm Administrators, and ones that are useful to facilitators. In addition, this training walks you through the various ways that you can change the look and function of your templates to suit your specific business process.

**Price: \$1,000**

You will learn:

- How to restrict access to certain functions
- Rename Storms
- Selecting and customizing templates (basic)
- Using Sub-Storms
- Managing the number of votes
- Managing users
- Editing sections
- Changing colors
- Customizing the Setup Menu
- Closing or re-opening Storms
- Setting up a meeting
- Types of templates
- How to search for templates
- Resizing, deleting sections, merging sections, etc.
- Types of sections (magnetic, matrix, spreadsheet, etc.)
- Switching templates

# Account Administrator Training

This training focuses on the permissions the Account Administrator has. It covers all the Administrator-only features and shows you how to use them to make your team more productive. Account Administrators are able to customize who is on their team, the access that users have, the appearance of Storms, billing information, and more. This training goes through the access that Account Administrators have and things like their responsibilities regarding billing and communication with Stormboard.

**Price: \$500**

You will learn:

- How to restrict access to certain functions
- Managing, adding or removing users
- Managing folders
- Integrations
- Managing your Storms
- Viewers/Guests vs Full Users
- Integrations
- How billing will work
- Viewers/Guests vs Full Users
- Managing the number of seats
- Concierge/help services
- Closing or re-opening Storms

# Best Practices Training

This training package will introduce you to some expert tips we have learned, including editing templates for your specific use cases, examples of types of meetings you can run and how to best use Stormboard in these meetings, and an introduction to our various integrations.

**Price: \$500**

You will learn:

- Introduction to using Jira / Rally / ADO
- Introduction to our integrations
- Manage integrations such as Slack
- How to use Stormboard to run different types of meetings
- Advanced template management
- Creating and saving your own templates
- Specific section examples

# Agile Training

These sessions will introduce you to how to use Stormboard's integration with Rally, Jira, or Azure DevOps. We will make your next PI Planning session a breeze and you will get significant value out of this specialized training. One of our Customer Success Coaches will walk you through setting up your boards and get you going.

**Price: \$1,000**

You will learn:

- Introduction to using Jira / Rally / ADO
- Introduction to our integrations
- Creating and saving your own templates

## Details

The following are details of what's included in the items identified above:

**Private Group Webinars:** We will host and produce a live webinar for up to 500 people. The webinar will be recorded and made available exclusively to your users on Stormboard Academy.

**Custom Launch Package:** We will brand an introductory slide deck (Power Point or Slides), a quick start guide, and tips and tricks guide. We will make it available for distribution on your internal sites and on Stormboard Academy.

**Customized Academy Training Videos:** We will produce a customized training video including your company specific content and branding. The training video will be recorded and made available to only your users on Stormboard Academy and/or your internal sites.

**Strategic Business Reviews (SBR):** We will collaborate with you to jointly craft a customized Strategic Business Review process. The aim of these processes is to assist you with a successful deployment of Stormboard. A sample of what can be included in a Customers' SBR includes:

- Customer Success activities
- Success milestones and achievements
- Customer return on investment
- Key performance indicators
- Walkthrough of usage last quarter and how to increase engagement
- Any roadblocks to success in expanding rollout to Customer
- Product usage
- Most active Users
- Most active Storms
- New ideas generated
- Number of Storms/meetings
- New Users
- Customer Support activity
- Number of cases opened and closed
- Breakdown of support and severity
- Support request response times
- Any currently outstanding issues
- Scheduled downtime
- Product roadmap
- Upcoming product upgrades and features
- Customer suggestions and feature requests
- Security update
- Any issues related to security of the Services
- Benchmarking
- Comparison to peers
- Where the Customer is falling short and tactics to get them up to, or past, the benchmark



**Stormboard**