



NUIX ADVANTAGE

Realize the full value of your Nuix solution sooner by making the most of our Nuix Advantage packages. Make implementation and upgrades easier, so you can focus on getting back to work and solving real-world problems sooner.

Adopting innovative solutions and technologies is critical in improving productivity and optimizing performance to gaining a commercial advantage. However, adoption of new technologies involves more than just procuring a license.

For many organizations, the speed of adoption is of utmost importance so they can get back to work and realize the full value of their investment sooner. The challenge is ensuring the technology functions correctly alongside existing systems, having your team trained with the right skills to unlock the full benefits of the technology, accessing technical support when you need it, and minimizing the disruptive impact.

“The Nuix team helped us every step of the way, ensuring that we will be able to continue tapping into the platform’s capabilities.”

– DETECTIVE INSPECTOR ANDY DOMAILLE, HEAD OF COMPUTER CRIMES UNIT, GUERNSEY POLICE

REALIZE THE VALUE OF YOUR NUIX SOLUTION SOONER WITH NUIX ADVANTAGE

Nuix Advantage makes this process simpler by fast tracking the configuration of your Nuix solution and implementing a strategy to optimize its performance to achieve the best outcome for you, your team, and your organization. With a dedicated Customer Success Manager (CSM), you will be able to:

- **Optimize your Nuix solution to achieve the best outcome for your organization** – as part of the onboarding process, we’ll conduct a thorough scoping and discovery exercise to understand your needs and challenges. We’ll then work to quickly configure your Nuix solution and guide your team on features to improve user experience and productivity.
- **Quickly resolve issues or inquiries** – contact your dedicated CSM, as and when you need them, for technical issues, general service inquiries, onboard new users, additional training, or ensure a seamless process for upgrading or adding new products to your Nuix solution. This fast tracks resolution and allows you to focus on getting back to work and solving real-world problems sooner.
- **Continually improve and optimize your Nuix solution via periodic Health Checks** – conduct regular health checks to optimize workflows and receive insights into best practices for your Nuix solution. Seamlessly upscale your Nuix solution to meet the changing needs of your organization, and get expert advice on new features or upgrades to improve your team’s performance and productivity.

WHO WOULD BENEFIT FROM NUIX ADVANTAGE?

If you've recently secured your Nuix software license: Nuix Advantage ensures your solution is implemented as quickly and seamlessly as possible. Giving you the confidence that your solution is configured to function alongside your existing systems and fully optimized for you and your team so they can deliver the best outcome for your organization.

If you are looking to upgrade or expand your suite of Nuix products: Having regular health checks as part of your Nuix Advantage package will help you continually improve your Nuix solution. This includes quickly and easily adapting your Nuix solution with the latest upgrades, or adding new Nuix products as your organization changes and grows.

WHAT'S INCLUDED IN YOUR NUIX ADVANTAGE PACKAGE?

As part of your Nuix Advantage package, your dedicated support team will include an Account Manager and Customer Success Manager, who will assist you in:

Implementation, upgrade and migration support – This involves planning, configuring, and implementing your Nuix solution, version upgrades or migrate on-premises Nuix software to the cloud or Nuix Software as a Service. Nuix Advantage ensures this process is conducted as quickly and easily as possible to minimize disruptions and get you and your team up and running sooner.

Optimizing workflows and user experience – Your dedicated Nuix Advantage support team will work alongside you to review and develop optimized workflows and ensure you and your team unlock the full potential of your Nuix solution. This includes showing you best practices to improve your workflows, common mistakes and how to avoid them, how to manage large data volumes from multiple sources, and any feature enhancements, allowing you and your team to maximize your Nuix solution's performance, and increase productivity.

Conducting Quarterly Business Reviews (QBR) and periodic Health Checks – as part of your Nuix Advantage package, your dedicated Nuix Advantage team will routinely audit and review your Nuix solution to ensure the current version and licensing model is aligned with the desired outcomes of your organization. This will allow you to continually review and improve your Nuix solution to ensure its implementation is fully optimized for you and your team, and adapting your Nuix solution with the latest upgrades, or adding new products as your organizational requirements changes and grows.

NUIX ADVANTAGE PACKAGES

Realize the full value of your Nuix solution with a Nuix Advantage package option designed to give you the level of support required based on your business needs:

INCLUSIONS	BRONZE	SILVER	GOLD	PLATINUM
Consulting Hours (per year)	120 HRS	240 HRS	480 HRS	Bespoke for each customer
Implementation	Small	Medium	Large	
Upgrade	Small	Medium	Large	
QBR	Yes	Yes	Yes	
Health Checks (per year)	1	2	2	

Note: The Advantage package is applicable to Nuix products only and not 3rd party implementations e.g. Elastic.

Contact us today to speak with a Nuix specialist to learn more and see how you can maximize your Nuix solution and see the value sooner with Nuix Advantage.

CONTACT US TO FIND OUT MORE
WWW.NUIX.COM/CONTACT-US



Nuix (www.nuix.com, [ASX:NXL](https://www.asx.com.au/ASX:NXL)) creates innovative software that empowers organizations to simply and quickly find the truth from any data in a digital world. We are a passionate and talented team, delighting our customers with software that transforms data into actionable intelligence and helps them overcome the challenges of litigation, investigation, governance, risk and compliance.

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