

NUIX ADVANTAGE: BRONZE, SILVER, GOLD

Optimize outcomes with dedicated expertise.



WHY NUIX ADVANTAGE:

You've got leading-edge software, now get our leading-edge service package to ensure you get the most out of your investment. Our Nuix Advantage Bronze, Silver and Gold packages deliver ongoing strategic support. If you are new, get up and running as quickly as possible; minimize time to value. If you are already up and running, make sure performance is continually tuned and optimized to meet your changing needs, ensuring you stay on top of latest releases, and benefit from feature updates.

WHAT IS NUIX ADVANTAGE?

Nuix Advantage is a service package offering support and training to maximize the value you get from our software. By choosing Nuix Advantage, you gain exclusive insights and advice from the very team that creates the software, including a dedicated Customer Success Manager (CSM), access to Solution Consultants, and Nuix Certified Training courses. Our team is here to help you realize the full value of your Nuix solution sooner.

WHAT'S INCLUDED:

With Nuix Advantage Bronze, Silver and Gold packages, you are matched with industry experts at Nuix dedicated to improving your workflows and maximizing productivity. Get expert advice on developing specific workflows and industry best-practice, as well as technical services, and exclusive Advantage phone support. Equip your team with the latest skills and knowledge to thrive.

In addition to this, you'll receive dedicated meetings with your CSM, an annual or bi-annual health check to optimize your Nuix investment, and the development of customer specific success plans, that are developed and tracked according to your goals. You'll also receive two days of instructor-led virtual training, complete with exams and certifications, once certified, you gain comprehensive access to relevant on-demand Academy LMS training content.

NUIX ADVANTAGE BRONZE, SILVER, GOLD – WHAT'S INCLUDED				
Nuix Advantage Engagement Schedule	Pro-Serv Hours	Bronze	Silver	Gold
Dedicated virtual meetings with your assigned Nuix Customer Success Manager (CSM)	✳	Monthly	Monthly	Fortnightly
Customer specific success plans developed and tracked to agreed customer goals	✳	✓	✓	✓
Nuix Advantage Health Check	✳	1 per year	1 per year	2 per year
Annual virtual meeting with a representative from Nuix product management team	✳	✳	✳	✓
Free access to related on-demand Academy LMS training content for Nuix Certified Advantage customers	✳	✓	✓	✓
2-days Nuix instructor-led virtual sustainment training, exams and certifications	✳	Max 2 seats	Max 4 seats	Max 6 seats
Additional Nuix Advantage Value				
Discounted Hourly Rate for each Nuix Advantage Package	✳	20%	25%	30%
Additional Pro Service hours - Technical Services, Nuix Certified Training, Nuix Advantage Phone Support	✳	40 Hours	140 Hours	300 Hours
Use available Nuix Professional Service hours for additional Customer Success meetings, as required	✳	✓	✓	✓
Use available Nuix Professional Service hours for Project scoping, planning, implementation and testing	✓	✓	✓	✓
Access to additional Nuix consulting resources as required - Solution Consultants & Architects	✓	✓	✓	✓
Use available Nuix Professional Service hours for additional Nuix instructor-led training courses	✓	✓	✓	✓

[Advantage Bronze, Silver Gold Scope of Service Document Link >](#)

Nuix (www.nuix.com, ASX:NXL) is a leading provider of investigative analytics and intelligence software, that empowers our customers to be a force for good by finding truth in the digital world. We help customers collect, process and review massive amounts of structured and unstructured data, making it searchable and usable at scale and speed, and with forensic accuracy.

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