

## NUIX ADVANTAGE

Make the most of your Nuix investment with timely access to our technical experts



**Nuix Advantage gives you guaranteed access to our solution consulting team to help you operate and optimize your Nuix environment.** Our solution consultants will work with you to understand your business needs and develop solutions that maximize your investment, minimize risk and help you achieve more with Nuix.

### BENEFITS OF NUIX ADVANTAGE

Our expert consultants are here to help you with workflows, product usage, scripting, version upgrades and more. You get a guaranteed number of Consulting Assistance Hours per month as well as periodic health checks of your Nuix environment, enhanced account management and fast-tracked bug remediation and feature development.

- **True Nuix experts.** Our specialist consultants live and breathe Nuix. You'll gain access to their expertise gathered from years of helping customers in your region and industry make the most of our software.
- **See value sooner.** Get your Nuix workflows humming with our expert advice on best practices, scripting, optimization and common pitfalls to avoid.
- **Leverage your Nuix investment.** Make the most of our technology with advice and practical support on upgrading Nuix, managing larger data volumes, using the latest features and utilizing the breadth of our product portfolio.



“The Nuix guys 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**

## CONSULTING ASSISTANCE HOURS

### WORKFLOW/USAGE ASSISTANCE

- We provide how-to guidance and share best practices on maximizing your use of Nuix products.
- Our subject matter experts can share their knowledge on developing workflows.

### SCRIPTING ASSISTANCE

- Guidance for you to write your own scripts for automating and integrating Nuix products into your workflows.
- You retain ownership of any scripts you create.

### UPGRADE/MIGRATION

- Planning Nuix version upgrades.
- Planning to migrate on-premises Nuix software to the cloud or Nuix software as a service.

### HEALTH CHECK

Our periodic health checks include:

- An audit of your environment including software versions, licenses and configurations and hardware
- Review of your workflow or custom scripting performance
- Recommendations for optimizing your current implementation, upgrading your versions or licenses or implementing new or different products.

## PACKAGE OPTIONS

INCLUSIONS	BRONZE	SILVER	GOLD
Consulting Assistance Hours (workflow, usage, scripting, upgrade, migration assistance)	4 hours per month	12 hours per month	16 hours per month
Health checks	1 per year	1 per year	2 per year

## ACCOUNT MANAGEMENT

We provide a quarterly review that reports on:

- Services burndown rate
- Support tickets performance including: number of tickets logged, average handling time, time to close, number of escalated tickets, customer experience scores and common issues
- Progress of any bug and feature requests escalated to our Engineering team.

## EXCLUSIONS

Nuix Advantage does not include:

- Hands-on processing or manipulation of your data
- Reviewing your data for the purposes of expert advice
- Creation of custom scripts.

Contact us to find out more  
[www.nuix.com/contact-us](http://www.nuix.com/contact-us)



Nuix ([www.nuix.com](http://www.nuix.com), 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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