# EX 360: Details

PRICE: $5,600 | PROJECT LENGTH: 8 weeks

## INCLUDES:

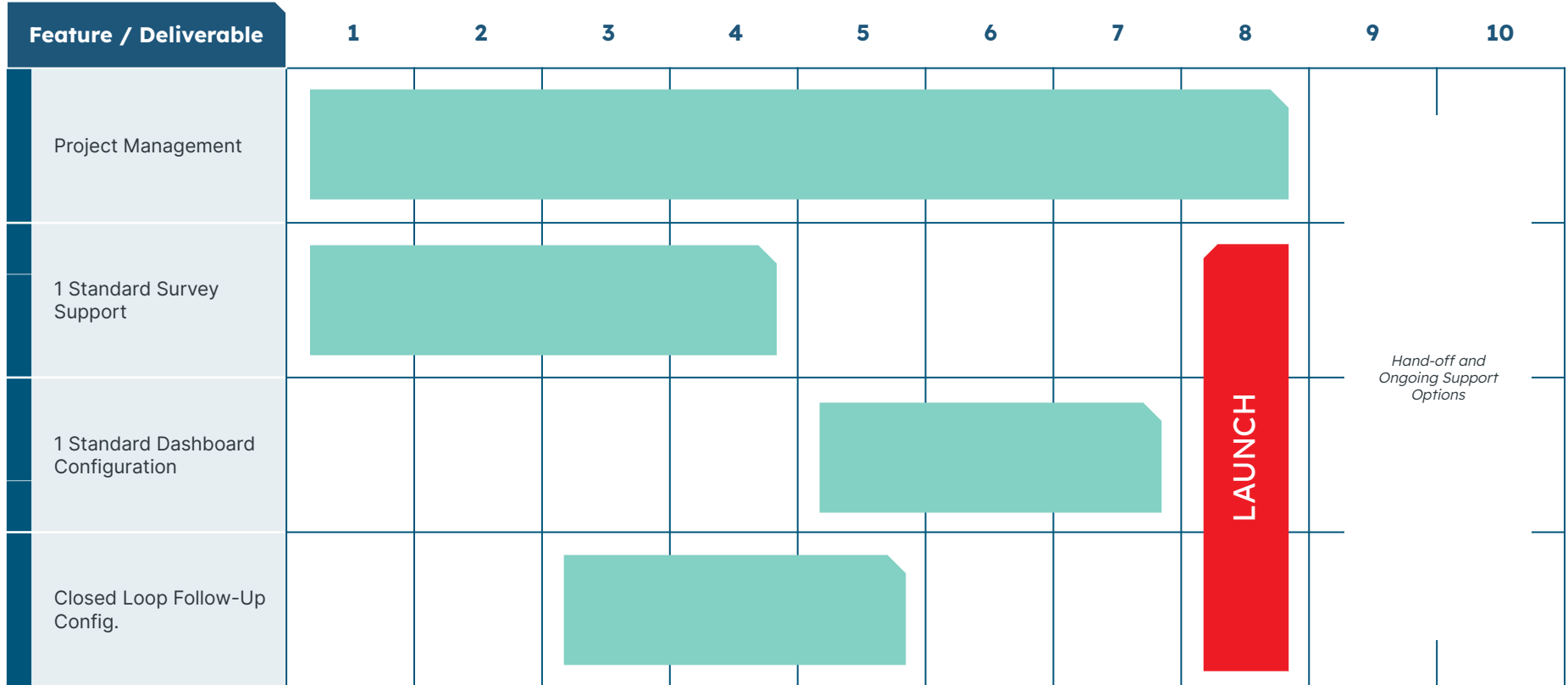| | |
|---|---|
| ✔ Project Management | ✔ Report Advisement (x1) |
| ✔ Survey Advisement (x1) | ✔ Workflow Advisement (x1) |



**An EX 360** *package is a great place to get started with Employee Experience (EX). This Qualtrics package will help you quickly find insights and understand what changes you could make right away to impact your employees for the better.*

*Optional services and hourly add-on support can help further customize the package to meet your exact needs.*

RedPepper + qualtrics.XM

# EX 360: Sample Timeline

RedPepper + qualtrics.XM

| Feature / Deliverable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|
| Project Management | | | | | | | | | | |
| 1 Standard Survey Support | | | | | | | | LAUNCH | Hand-off and Ongoing Support Options | |
| 1 Standard Dashboard Configuration | | | | | | | | | | |
| Closed Loop Follow-Up Config. | | | | | | | | | | |

2024

# Red Pepper is your #1 choice for Qualtrics Implementations and Customizations
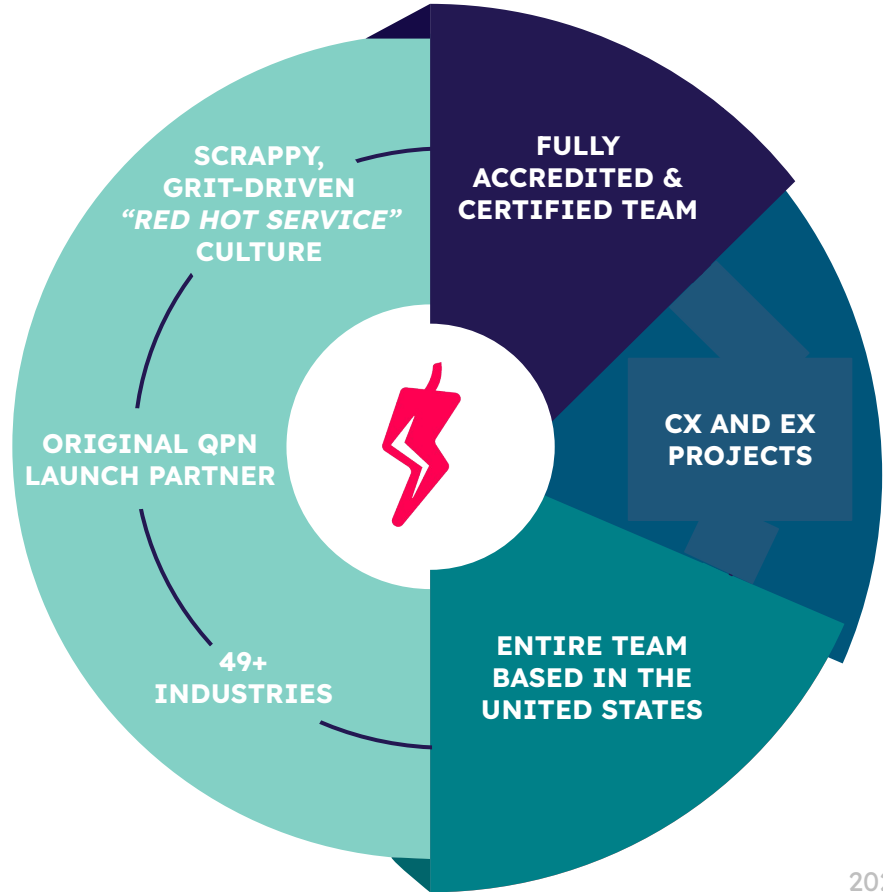
**RedPepper + qualtrics.XM**

*We may not be the largest Qualtrics partner by square feet of office space, but our unique combination of client focus and technology skills often makes us **the fastest, easiest, and most experienced** partner to work with.*

Qualtrics
**CoreXM™**
CERTIFIED

**CustomerXM**
CERTIFIED

**EmployeeXM**
CERTIFIED

*We have been doing CX and EX **with Qualtrics from the beginning***

*Clear communication, shared time-zones, **fast response times***

*We've successfully handled **100's of use cases** and customizations*

SCRAPPY, GRIT-DRIVEN *"RED HOT SERVICE"* CULTURE

FULLY ACCREDITED & CERTIFIED TEAM

ORIGINAL QPN LAUNCH PARTNER

CX AND EX PROJECTS

49+ INDUSTRIES

ENTIRE TEAM BASED IN THE UNITED STATES

2024

# What Is "Implementation" ?

**The beginning of a Qualtrics engagement is called Implementation.** *Even if you have your own internal IT team, you will benefit from an Implementation project. It's more than just getting logged in. We help you get through your first Qualtrics project from start to finish.*

## What will the timeline and milestones look like?

*A typical Implementation can take between 8 to 12 weeks. During this time, you will meet with an "Implementer" on our team each week over a video call. They will guide you through the process of setting up your account and implementing the elements of your first project.*

*We have helped hundreds of Qualtrics clients customize their projects and helped their teams become confident in using the platform.*

## What are your responsibilities during the process?

*Our goal is to do the heavy lifting and make the technical side of Qualtrics easy for your team, but you and your team are key to your project's success.*

*We follow a "train the trainer" philosophy on these projects. Our objective is to work with you so that at the end of Implementation you're becoming a skilled Qualtrics user yourself.*

## What can you expect the results of your Implementation to be?

*At the end of your 8-12 weeks, our goal is for you to have a complete "win" under your belt with Qualtrics.*

*You'll be up-and-running, collecting data, and ready to use that data within your organization to create better experiences for your customers or members.*

2024

# Red Pepper and Qualtrics combine to create a complete solutions team

RedPepper + qualtrics.XM

*Get the most out of Qualtrics* by bringing Red Pepper on board to create a complete solutions team. Together with Qualtrics we can *implement, customize, and train* your team on every aspect of the XM Platform

IMPLEMENTATION LEAD

TECHNICAL SUPPORT

ACCOUNT EXECUTIVE

RedPepper

SUBJECT MATTER EXPERTS

qualtrics.XM

SOFTWARE ENGINEERS

PLATFORM TRAINING

CUSTOMER SUCCESS

2024

## Our Approach: Train the Trainer

We employ a "train the trainer" approach, meaning that your team works alongside our team while we implement, so you can learn from what we're doing.

Our goal is that your team will become experts at using Qualtrics, but while you're learning, you'll have our team to rely on.

RedPepper + qualtrics.XM

# Red Pepper's team elegantly scales from lean support, to turn-key, to 'secret weapon'

*Red Pepper has every level of implementation package available,*
**from lean technical assistance to complete program management** *or staff augmentation.*

*Whether you have a one-time need or are looking to setup an ongoing XM campaign,* **we can configure the right size and term for a solution team** *to get the results you're after.*

## SELF-DIRECTED, RED PEPPER ASSISTED

✔ Standard Implementation

✔ Basic platform training

✔ Support during project

✔ Client team inputs the data

## FULL SERVICE IMPLEMENTATION

*Everything in Self-Directed +*

✔ Red Pepper inputs the data

✔ Technical customizations

✔ Reporting and Dashboards

## FULLY-MANAGED RED PEPPER SOLUTION

*Everything in* **Self-Directed** *and* **Full Service** *+*

✔ Ongoing technical support and expertise

✔ Campaigns and multi-survey programs

✔ An entire XM team for less than one FTE

2024