

Client Onboarding & Support Model

Implementation

Every new client is assigned a dedicated Implementation Manager who owns your onboarding experience and partners with our sales team before you sign to set clear expectations.

Your implementation includes:

- Initial data review and quality analysis
- Kick-Off Call – held 1–2 days after contract signature
- Data onboarding & integrations – kicked off on the call, ongoing until complete
- Partner collaboration – client facilitation required
- Regular progress updates – including outstanding deliverables, next steps, and timeline changes

Support Options

Ascent360 offers three tiers of support:

Tier	Cost	Available To
Help Desk	Included	All Clients
Client Success Management (CSM)	Paid	All Clients (commitment required)
Professional Services	Paid	Enterprise/Professional clients

Help Desk gives all clients access to our help center, ticketing system, and one-on-one 30-minute sessions with a product specialist. Tickets are typically responded to within one business day. Help Desk covers standard feature support, best practice guidance, email strategy recommendations, and issue reporting – but does not include CSM time, professional services, or completing standard tasks on the client's behalf.

Client Success Management adds a dedicated CSM to your support experience, including regular calls, campaign and ROI reviews, strategic planning, and direct access during business



hours. Troubleshooting is not billed if a bug is found, but is billable if the issue stems from user error or a training gap.

For a full breakdown of what is and isn't considered billable, [click here](#).

For our CSM SLAs, [click here](#).

Any client can purchase Client Success hours with a monthly commitment. At minimum we offer 1–2 hours per month with pricing starting at \$185 per hour. Pricing depends on the number of hours, the type of commitment, the complexity of items being supported, and other factors. Please contact us to learn more.

Professional Services

Need help with design or campaign execution? Our team can take creative work off your plate so you can focus on what you do best. Professional services include:

- Email Templates – responsive, on-brand email designs built to stand out in the inbox
- Custom Graphics – bespoke graphics and icons to elevate your campaigns
- Landing Pages & Webforms – conversion-focused designs that reflect your brand

All professional services are customized per client and priced accordingly. To learn more or get a quote, reach out to your CSM or our help desk. We look forward to serving you.