



QuickStart – Validity Services, designed for you

Dedicated experts, maximising your business outcomes

Validity Group is pleased to offer you our **QuickStart** program – a quick and easy turnkey solution that enables you to implement your Qstreams in a rapid, highly effective manner that is affordable and minimises your resource requirements.

Our QuickStart solution drives your results and improves your organisation's performance by reinforcing your key messaging around sales skills, product knowledge, process applications, compliance and risk.

You have the option to add a number of components to tailor the solution to meet your very specific needs. These do not have to be selected upfront; you can review how your needs evolve and what the solution delivers to identify what is appropriate for your business. Add-on options are listed below after core components, and are priced separately.

Qstream Program Support

Our dedicated Client Services Consultants provide ongoing help throughout the year and will monitor the overall success of your deployment of Qstream on a regular basis. They will ensure the success of every Qstream, assisting you and your team with project planning, project management, and ensuring you have access to Qstream best practices.

Project Management & Planning

Validity's QuickStart service begins with a kick-off meeting and continues with planning meetings, recommendations on settings and communications, and post-Qstream reviews.

Your dedicated Validity-Qstream Consultant provides ongoing guidance and support for your internal program manager.

Content

Quality content is essential. Our *Build Your Own* content tools, templates and training videos support you through the process. You can also access the various Validity content libraries already available at minimal cost, or you may elect to have Validity write your content for you. Whichever way you decide to proceed, our team will work with and support you.

Content Authoring by Validity

You can outsource the authoring of your content to Validity. Our team will work with your subject matter experts to build your own content library at a minimal charge.

If you wish to use our Validity library of content, an easy **pay-per-use** option is available.

Qstream Launches*

You will have your own exclusive, dedicated Qstream launches to meet your specific business goals, needs and strategy. These will be planned with your Validity consultant, who will work with your schedule.

Each launch will have its own project plan and competition. Your program manager will be coached by Validity on how to review the results of your teams' performance, what insights can be gained, and what targeted actions to take.

Site & User Administration

This solution provides you with your own Qstream site, secure and specific to your company, with access by your program managers and participants.

Our experienced Qstream Service Consultants handle all the admin tasks for your Qstream platform. This includes user administration and updates, and management hierarchy planning and management. We also monitor and co-moderate your Qstreams to maximise their success.

End-User Support

We provide email-based support for your Qstream participants and program managers. We respond quickly to questions so that your users stay engaged and satisfied with their Qstream experience.

**QuickStart is designed for a maximum audience size of 100 users and four Qstreams per year. Additional Qstreams may be run at minimal charge rates.*



Core Service Details	QuickStart Services
Qstream Program Consulting & Support	
Dedicated Client Services Consultant – Program & project planning, mentoring, best practices	✓
New Client Kickoff Call	✓
Program Review Meetings	✓
Regular Product Updates (e-news)	✓
1 st Line Support for Partner Program Manager	✓
Project Level Support	
Project Kickoff and Planning Calls	✓
Program Manager Setup and Training	✓
Qstream Setup, Leaderboard Planning and Recommendations	✓
Communication Planning and Recommendations	✓
Qstream Monitoring (engagement, proficiency, issues)	✓
Interim Qstream Check-in Meetings (engagement, proficiency, issues)	✓
Post-Qstream Reviews (outcomes, data insights, lessons learned)	✓
1st Line Support for Program Managers	✓
Project Level Support: Content	
Support services to build and author your own content	✓
Access to Best Practice in Authoring	✓
Project Level Support: Administration	
Qstream Setup and Configuration	✓
User Registration and Enrolment	✓
User Updates	✓
Training & Mentoring: Support Tools	
Program Manager Training	✓
Best Practice Guides	✓
Templates and Onboarding Kit	✓
How-to Videos	✓
Project Level Support: End Users	
Qstream Co-moderator	✓
2nd Level Support (1st line support for Program Manager)	✓
Help Desk Support (participants, managers)	✓

Add-on Options - Available upon Request and Priced Separately

Specific Site and Content

There is the option of an additional specific site. These might be used for suppliers, partners, agents, resellers or clients. This service includes site setup and your company branding along with management hierarchy planning and support.

This dedicated site can also be used to develop your very own partner specific content for your very own specific programs.

Consulting Services

This option provides for the support in the interpretation of the data generated and support in the preparation of reports for Senior Management consumption. These reports can assist in the development of specific strategic planning

Content Authoring Services

If you would prefer to outsource your Content Authoring, Validity can provide a complete content authoring service and will work closely with your Subject Matter Experts. For clients operating internationally we can provide translation services for 18 different languages to make the experience as relevant and engaging for all your participants no matter where they are located.

Custom Project Planning

This Validity Group service begins with a kick-off meeting and continues with planning meetings, recommendations on settings and communications, and post-Qstream reviews.

Your dedicated Validity - Qstream Consultant also provides ongoing guidance and support for your internal Qstream Program Manager.

Frontline and Senior Managers

As an add-on, you have the option to include your frontline managers in a site -specific management hierarchy. This provides you the capacity to drive the change and knowledge levels you require down to the individual contributors and individual personnel and sales reps in your organisation. Our structured training programs cover understanding the reports, manager dashboards and Qstream best practices.

Video Reports

For senior executive consumption, you receive a 7-8 minute video walk-through of the data insights and outcomes to share. This simplifies the process for busy time pressed executives, and provides them with the keys for decision making.

Optional Service Details	Add-On Services
Qstream Program Consulting & Support	
Senior Manager Video Reporting	✓
Specific Site and Content	
Dedicated Branded Site	✓
Manager & Group Hierarchy Services	
Frontline and Senior Manager Maintenance and Support	✓
Training and Enablement of Managers	✓
Project-level Support: Consulting Services	
Interpretation of data and Consultation	✓
Review and Feedback on Reporting	✓
Project-level Support: Content Authoring	
Content Authoring Service (Validity builds)	✓
Content Translation Services	✓