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SERVICES SUCCESS BUNDLES

Services Descriptions and Details

alteryx

PURPOSE OF THIS DOCUMENT

To define

- Services Success Bundles
- Description of services included
- Scope of each service

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SERVICES SUCCESS BUNDLE DESCRIPTION

Our Goal: To help customers accelerate the global democratization of analytics

Alteryx Services Success Bundles provide certain Customer Success, Support, Consulting, and Training services in an integrated tiered approach to help customers unify their analytics, data science, and process automation solutions and democratize analytics investments across on-premise and cloud environments

Success Bundle Entitlements

BASE Entitlements

Customers will receive every entitlement listed below based on their bundle tier

	Services	Standard	Standard Plus	Premier	Premier Plus
Success	Customer Success Manager	Digital	Digital	Named	Named
	Analytics Transformation Assessment	---	---	Annual	Annual
	Alteryx Analytics Event	---	---	Annual	Annual
	Executive Business Review	---	---	Semi-Annual	Quarterly
	Discovery Series	---	---	Unlimited	Unlimited
	Power Hours	---	---	✓	✓
	Value Analysis	---	---	✓	✓
	Digital Onboarding Program	✓	✓	✓	✓
	Community	✓	✓	✓	✓
	Support	Support Portal Access	✓	✓	✓
Increased Response Targets and Coverage		---	✓	✓	✓
Elevated Support Experience		---	---	✓	✓
Technical Account Manager		---	---	---	Named
Support Operational Readiness		---	---	---	✓
Training	Learning Marketplace	---	---	10 Annual Subscriptions	25 Annual Subscriptions
Misc	Tokens	---	---	30 Tokens	60 Tokens

TOKEN Entitlements

Premier and Premier Plus customers will be able to use their token allotment to choose from the below token menu

	Services	Token Value
Consulting	Workflow Optimization	3
	Use Case Workshops	3
	Server/Environment Optimization	3
	Server/Environment Health Check	1
	Upgrade Advisory	2
	Customer Managed Telemetry	5
	Governance Assessment	2
	Network Command Center	6
	Migration Assessment	4
	Training	Tailored Learning Plan
Learning Labs		2
LMS Subscription		3
Private Training		3

ADD-ON SERVICES

Additional add-on services available for Premier and Premier Plus Bundles

	Add-on SKUs	Premier Add-on	Premier Plus Add-on
1	Customer Success Manager	Named Premier CSM	Named Premier Plus CSM
	OR		
2	Technical Account Manager	Named Premier TAM	Named Premier Plus TAM
	OR		
3	Consulting & Training Services	Quantity	Quantity
	Tokens*	30 Tokens	70 Tokens

Add-On Services are useful...
 When there is a need for regional coverage, coverage for more than one business unit, or a need for additional tokens related to consulting and training services

* add-on tokens will be co-termed to the contract and prorated for the duration of the contract

ENTITLEMENT DELIVERY INFORMATION

- All entitlements will be delivered during normal business hours, unless otherwise stated.
- All entitlements will be delivered virtually, unless otherwise stated.

CUSTOMER SUCCESS MANAGER (CSM)

Description & Purpose	Assigned Alteryx expert to partner with the customer in developing and executing a strategic, value-driven success plan. The CSM will enable customers to derive the full value of the premier bundle entitlements and drive realized business gains.
Scope of Entitlement & Activities	Partner with customer to create a success plan, execute against it, and provide updates through business reviews.
Alteryx Resource for Delivery	Customer Success Manager
Customer Prerequisites	Participation from senior leaders in a 1-hour kickoff call to discuss strategic business objectives and the premier bundle operating model.
Additional Information	Does not include any hands-on activities involving customer systems or data.
Token Value (if applicable)	N/A – Base Entitlement

ANALYTICS TRANSFORMATION ASSESSMENT (ATA)

Description & Purpose	Assess and score the customer's analytics maturity against an analytics maturity assessment model developed by Alteryx in collaboration with the International Institute of Analytics . This assessment measures metrics across data maturity, organizational dynamics, analytic team dynamics, and technology to produce a cumulative analytics maturity score. This assessment provides insights into core tactics and industry best practices that could inform business priorities within the success plan. This activity typically proceeds building out a collaborative success plan.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • One 1-hour assessment workshop • One 1-hour readout of maturity score and supporting resources
Alteryx Resource for Delivery	Customer Success Manager
Customer Prerequisites	Participation from senior leaders who have broad visibility into an organization's data maturity, organizational dynamics, analytic team dynamics, and technology.
Additional Information	Does not include any hands-on activities performed by Alteryx resources
Token Value (if applicable)	N/A – Base Entitlement

ALTERYX ANALYTICS EVENT

Description & Purpose	A scalable interactive event catered to the customer’s existing and/or new Alteryx users. The event aims to bring excitement and attention to analytics opportunities within the customer organization.
Scope of Entitlement & Activities	<p>Each of the below activities is considered an Analytics Event:</p> <ul style="list-style-type: none"> • Analytics Day – An agenda-packed day with sessions dedicated to analytics, such as vision setting, technical upskilling, knowledge sharing, office hours, use case spotlights, competitive games, and more. • Use Case Showcase – A multi-month event wherein end users (or teams of end users) identify and build a solution to automate a business process using Alteryx. These end users receive training and office hours help along the way, culminating in a presentation of their documented solution and business impact in front of a panel of senior leaders. • Automation Challenge– A multi-hour event where teams of individuals are given a business objective, relevant data sets, and a specified timeframe to solve for a solution. The various solutions are then presented to a panel of senior leaders. • Grand Prix – A multi-hour event where individuals from all skill levels are given the opportunity to compete in solving a set of analytics problems using an Alteryx product in a race to the finish line. <p>Duration for the event will be between 2-8 hours. This does not include planning.</p> <p>One Alteryx Analytics Event per year.</p>
Alteryx Resource for Delivery	Customer Success Manager
Customer Prerequisites	Identified project stakeholder from customer side to own logistics planning and communication. This could entail getting senior leadership buy-in/participation, marketing the event, booking rooms, etc.
Additional Information	Custom trainings or data sets are not created as part of these events. Can be in person or virtual.
Token Value (if applicable)	N/A – Base Entitlement

EXECUTIVE BUSINESS REVIEW

Description & Purpose	Meeting with customer's senior leaders to gauge progress against business objectives, confirm ongoing priorities and highlight outcomes achieved with Alteryx. The purpose of the review is to align on priorities, make necessary updates to the success plan, and provide an opportunity for feedback.
Scope of Entitlement & Activities	Business Review Meeting. 1 hour per event. Up to 2x per year for Premier and 4x per year for Premier Plus.
Alteryx Resource for Delivery	Customer Success Manager
Customer Prerequisites	Participation from the senior leaders who identified business objectives at the kickoff call or who otherwise own the objectives.
Additional Information	Can be in person or virtual.
Token Value (if applicable)	N/A – Base Entitlement

DISCOVERY SERIES

Description & Purpose	Unlimited access to the prescriptive virtual training series in a one-to-many delivery format, as identified below. Sessions are classroom style – one-way verbal instruction with moderated anonymous questions and answers provided in chat. Trainings introduces concepts and functionality to the customer’s user community geared towards helping individuals advance their Alteryx capabilities.
Scope of Entitlement & Activities	Four (4) different Discovery Series <ul style="list-style-type: none"> • Introductory Series (3 lessons, sequential) • Core Series (4 lessons, sequential) • Automation Series (5 lessons, sequential) • Advanced Series (5 lessons, sequential)
Alteryx Resource for Delivery	Customer Success Management Team
Customer Prerequisites	Customer will need to register for the class in advance through the LMS.
Additional Information	This is not a private training event. Classes are open to any customer with the Premier Bundle offering. Class content is predefined, and classes are delivered on a predetermined schedule.
Token Value (if applicable)	N/A – Base Entitlement

POWER HOURS

Description & Purpose	A private one-to-many ad-hoc upskilling and user community-building event for the customer that promotes continuous learning on the Alteryx platform and develops champions.
Scope of Entitlement & Activities	<p>Power Hours can take the form of any one of the activities mentioned below or a combination of them:</p> <ul style="list-style-type: none"> • Group Office Hours – Forum for individuals to get their workflow questions answered and/or learn from questions their peers are asking. • Weekly Challenge – Users have an opportunity to uplevel their Alteryx skills by collectively solving a data challenge within Alteryx. CSM selects the challenge and helps individuals if they get stuck. The solution is reviewed at the end. • Tool or Functionality Spotlight – The CSM conducts a short lesson on a specific tool or functionality within Alteryx to promote skill advancement. • Use Case Spotlights – Alteryx enthusiasts are given the chance to share their Alteryx solutions with their peers to help spur ideas and foster the user community. <p>Each Power Hour session is 1 hour. Up to 5 sessions a year for Premier. Up to 10 sessions a year for Premier Plus.</p>
Alteryx Resource for Delivery	Customer Success Management
Customer Prerequisites	Minimum of 5 attendees per session are needed to make this a value-add activity.
Additional Information	This is not a substitute for a user group. Custom data challenges will not be created.
Token Value (if applicable)	N/A – Base Entitlement

VALUE ANALYSIS

Description & Purpose	Create a value analysis and craft a strong business case demonstrating the value of Alteryx. Help demonstrate realized business gains and ROI from the customer's Alteryx investment based on identified use cases.
Scope of Entitlement & Activities	<p>CSM will conduct interviews with up to 5 identified business case owners and complete the value analysis using an Alteryx ROI calculator.</p> <p>The value analysis will be provided as part of an Executive Business Review or standalone meeting.</p> <p>Premier: 1 hour enablement session + five individual 30 min end user meetings Premier Plus: Two 1 hour enablement session + ten individual 30 min end user meetings</p>
Alteryx Resource for Delivery	Customer Success Manager
Customer Prerequisites	Identify five (ten for Premier Plus) highly impactful business use cases that should be captured as part of the value analysis.
Additional Information	Does not include a custom-created ROI calculation
Token Value (if applicable)	N/A – Base Entitlement

DIGITAL ONBOARDING PROGRAM

Description & Purpose	A digital video series available on the Alteryx Community that enables users to get started with their Alteryx technology. Designed to help individual license holders learn how to use Alteryx products; content includes getting started on the Alteryx product, Alteryx Community navigation, workflow building, and product skillset acceleration.
Scope of Entitlement & Activities	Self-service consumption of a video series intended to help guide the user through activities such as: <ul style="list-style-type: none"> • Using fundamental functionalities of the product • Navigating the Alteryx Community for self-service support • Accessing the Alteryx Weekly Challenge to help put theory into action • Taking additional steps on the Alteryx journey (e.g., through Alteryx Academy or product certifications)
Alteryx Resource for Delivery	Online via the Alteryx Community
Customer Prerequisites	Customer must create an account to access the Alteryx Community.
Additional Information	Available for the subscription term. Customized enablement is not included.
Token Value (if applicable)	N/A – Base Entitlement

COMMUNITY

Description & Purpose	Access the online community of Alteryx users and knowledge-based content.
Scope of Entitlement & Activities	Self-service consumption of knowledge-based articles and solutions, interactive lessons, certain product certifications, peer-to-peer discussions, blogs, and podcasts .
Alteryx Resource for Delivery	Online, Self service
Customer Prerequisites	Customer must create an account to access the Alteryx Community.
Additional Information	Certain exam certifications may require a fee and certain content may require additional access.
Token Value (if applicable)	N/A – Base Entitlement

INCREASED RESPONSE TARGETS AND COVERAGE

Description & Purpose	Global support coverage for SEV1 support cases and increased target response times for SEV1 and SEV2 support cases. Provides enhanced availability and responsiveness for high severity support cases.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • 24x7 Global Coverage (SEV 1 Only) - Support services are available around the clock, spanning all time zones worldwide. • Increased Initial Response Targets (SEV1 and SEV2) - 1-hour initial response time for SEV1 cases and 2 business hours initial response time for SEV2 cases. • Submitting a case, support hours, severity levels, and response and resolution times are defined in the Alteryx Support Guidelines.
Alteryx Resource for Delivery	Alteryx Customer Support
Customer Prerequisites	None
Additional Information	24x7 for SEV1 cases only; for all other cases, during standard local business hours.
Token Value (if applicable)	N/A – Base Entitlement

ELEVATED SUPPORT EXPERIENCE

Description & Purpose	Proactive case management, case escalation support, and a quarterly technical newsletter. Provides timely and effective resolution of case issues, minimize disruptions to operations or services, uphold customer satisfaction, and maintain the integrity and reliability of products or services.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Proactive Case Management - Proactive monitoring of customer submitted cases. Utilizes automated systems to anticipate and address customer issues before escalation and provide confirmation emails for proactively reviewed cases, with monthly support case report provided. • Case Escalation Support - Escalation priority resolution for support cases with a focus on internal communications, customer advocacy, and defect prioritization, ensuring efficient issue resolution, heightened customer satisfaction, and optimized support operations in the digital realm. • Quarterly Technical Newsletter - Email digest to select named core contacts, offering technical insights to optimize product or service benefits. Includes product releases, connector updates, security alerts, technical tips, and training resources.
Alteryx Resource for Delivery	Technical Account Manager or Support Experience Management Team
Customer Prerequisites	For Proactive Case Management and Case Escalation Support, customer must have a logged Support Ticket through Mission Control.
Additional Information	Does not include any hands-on activities performed by Alteryx resources.
Token Value (if applicable)	N/A – Base Entitlement

TECHNICAL ACCOUNT MANAGER

Description & Purpose	Assigned technical advisor to assist with proactive platform support and escalations. Partner with and advocate for the customer to support the technical success of the Alteryx platform.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Comprehensive Upgrade Strategy - Comprehensive guidance, involving feature review and version recommendations, advocacy with the Product team, and roll-back support. Coordination of Support and SME resources for troubleshooting and resolution of pre- and post-upgrade issues. • Escalation Advocate - Responsible for internal and external communication, proactive customer advocacy, and coordinated engagement with stakeholders, SMEs, account teams, and product/development units. Prioritize defects and drive prompt issue resolution, customer satisfaction and alignment with organizational objectives. • High Priority Case Review(s) - Review SEV1, SEV2, critical customer-assigned accepted defects, and customer-identified 'High Priority' cases. • Regular check-ins - Scheduled meetings with customers to address technical issues, provide guidance on best practices, and drive maximum value from the product or service. These meetings also gather feedback and identify areas for improvement.
Alteryx Resource for Delivery	Technical Account Manager
Customer Prerequisites	None
Additional Information	N/A
Token Value (if applicable)	N/A – Base Entitlement

SUPPORT OPERATIONAL READINESS

Description & Purpose	Prescriptive strategy for operational readiness and support of the Alteryx platform deployment. Help the customer ensure that its systems, processes, and teams are prepared and capable of efficiently operating and utilizing the Alteryx Platform.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Platform Support Architecture Blueprint - Organize and consolidate technical information provided by customers that outline the design, structure, and components specific to their Alteryx platform architecture and integration. This shareable customer resource will help facilitate synchronized activities and communication between different components of Alteryx Support. • Proactive Technical Support - Proactively addressing potential issues, providing advisory services for Alteryx Server and environment configurations, and offering guidance on architecture implementation to mitigate potential performance and reliability issues. • Support Summary Review – Quarterly summary of support activity and trends, including case volumes, response times, resolution time, SLAs, and total number of cases. • Root Cause Analysis for SEV1 - Process aimed at improving analysis and feedback for root cause analysis (RCA) of SEV1 cases upon closure. • Technical Account Plan - Develop documented and shareable strategic plan focused on key milestones such as upgrades, migrations, Alteryx Server health checks, and major technical initiatives. • Technical Resource Vault - TAM-owned resource library including technical documents, case studies, best practices, troubleshooting guides, and innovative solutions
Alteryx Resource for Delivery	Technical Account Manager
Customer Prerequisites	None
Additional Information	N/A
Token Value (if applicable)	N/A – Base Entitlement

WORKFLOW OPTIMIZATION

Description & Purpose	Review and optimization of 1 existing Alteryx workflow of small-to-medium complexity.
Scope of Entitlement & Activities	<p>Working session with the customer to optimize 1 small-to-medium complexity workflow of up to 50 tools. This is designed to optimize a pre-existing workflow in line with Alteryx workflow best practices. If the workflow is too complex, then the Analytics Consultant will review part of the workflow and give best practice guidance for the customer to use.</p> <p>This activity will not exceed 8 hours.</p>
Alteryx Resource for Delivery	Analytics Consultant
Customer Prerequisites	Pre-existing Alteryx workflow, along with availability of the person or business unit who created or are otherwise familiar with the workflow.
Additional Information	<ul style="list-style-type: none"> Does not include creation of workflows; review/optimization of any additional workflow or any workflow of high complexity, such as those that contain more than 50 tools or multiple macros, are an element of a chained app, or include any machine learning tools or model development.
Token Value (if applicable)	3 Tokens

USE CASE WORKSHOPS

Description & Purpose	Development of a new workflow based on a new customer-provided use case.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Working session(s) with the customer to develop a new Alteryx workflow from a customer use case workshop template. • The session will cover 1 small-to-medium complexity workflow of up to 50 tools. • If the workflow is too complex, then the Analytics Consultant will assist with part of the workflow and give best practice guidance for the customer to use. • This activity will not exceed 8 hours.
Alteryx Resource for Delivery	Analytics Consultant
Customer Prerequisites	Completion of use case workshop template, as provided by Alteryx. Use case identified for developing into an Alteryx workflow, along with availability of the person or business unit that owns the use case.
Additional Information	<ul style="list-style-type: none"> • Does not include any hands-on activities performed by Alteryx resources. • The developed workflow will not include multiple macros, be part of a chained app, or include any machine learning tools or model development.
Token Value (if applicable)	3 Tokens

SERVER/ENVIRONMENT OPTIMIZATION

Description & Purpose	Guidance on the configuration of the customer's Alteryx Server or Alteryx Analytics Cloud Platform (AACP) environment for improved performance.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Review current performance and configuration and, (if suitable in the allotted time) help implement guidance provided. • This environment will be reviewed in line with Alteryx best practices. • Each environment (e.g., sandbox, dev, production, etc) where optimization is requested is counted as an entitlement. • This activity will not exceed 8 hours.
Alteryx Resource for Delivery	Technical Consultant (with any relevant input from assigned TAM or other team resource)
Customer Prerequisites	Successfully installed/deployed Alteryx Server or AACP environment. Technical team members with knowledge of the deployment.
Additional Information	<ul style="list-style-type: none"> • Technical Consultant will not perform any actions on behalf of the customer or resolve any support tickets • This will not involve any changes to the environment overall setup such as high availability or different authentication methods and will only cover current configuration • This will not cover any workflow analysis or development.
Token Value (if applicable)	3 Tokens

SERVER/ENVIRONMENT HEALTH CHECK

Description & Purpose	Health check on the customer's chosen environment for Alteryx Server to provide strategic guidance and root cause analysis on any concerns to help optimize Alteryx Server architecture and environment.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Technical Consultant will run the environment health check script and then review and provide recommended system changes within the selected environment. Will not exceed 4 hours • Each environment (e.g., sandbox, dev, production, etc) where a health check is requested is counted as an entitlement. • Customer will receive check summary and recommended system changes. • This activity will not exceed 4 hours.
Alteryx Resource for Delivery	Technical Consultant (with any relevant input from assigned TAM or other team resource)
Customer Prerequisites	Successfully installed/deployed Alteryx Server environment. Technical team members with knowledge of the deployment.
Additional Information	<ul style="list-style-type: none"> • Does not include any hands-on activities performed by Alteryx resources or resolution of any support tickets. • This will not cover anything related to workflow analysis or development. • Should analysis point to the need for server or environment optimization, additional sessions and/or deeper architecture planning should be scheduled through available Environment Optimization entitlements or other scoped sessions.
Token Value (if applicable)	1 Token

UPGRADE ADVISORY

Description & Purpose	Preparation services for the customer-led upgrade of Alteryx production environments. Assists the customer team with a software upgrade of their Alteryx production environments using their own resources.
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Provide strategic how-to guidance to prepare production environment admin teams to upgrade • Limited assistance on a call with customer teams executing the Alteryx software upgrade • Guidance for one Alteryx software upgrade on one environment • This activity will not exceed 8 hours.
Alteryx Resource for Delivery	Technical Consultant
Customer Prerequisites	Successfully installed/deployed Alteryx Server environment. Technical team members with knowledge of the deployment.
Additional Information	<ul style="list-style-type: none"> • Alteryx will not perform the upgrade on behalf of the customer. • Does not cover more than one environment or more than one Alteryx software upgrade. • Alteryx will only be available for a scheduled call for assistance when the upgrade is directly taking place. • Alteryx will not be available outside of a scheduled upgrade call and will not be available for the period of any other supporting activities.
Token Value (if applicable)	2 Tokens

CUSTOMER MANAGED TELEMETRY

Description & Purpose	Initial discovery of the customer environment(s) and recommendations on next steps for the customer to implement customer-managed telemetry (CMT). CMT can improve workflow development, highlight best practices, uncover usage patterns.
Scope of Entitlement & Activities	The Alteryx consultant will guide the customer on scripts and changes to begin gathering CMT-related information and share best practices to capture, archive, and present via dashboard. This activity will not exceed 16 hours.
Alteryx Resource for Delivery	Technical or Analytics Consultant
Customer Prerequisites	Technical team members with batch scripting and dashboard development capabilities.
Additional Information	<ul style="list-style-type: none"> • Alteryx will not perform the complete installation on behalf of the customer, this is for initial implementation guidance. • Alteryx will not assist in the capture and archiving of files or the development of a CMT dashboard. • This does not include unsupported environment versions and configuration.
Token Value (if applicable)	5 Tokens

GOVERNANCE ASSESSMENT

Description & Purpose	A short session to provide initial assistance with assessing Alteryx environment usage. Highlight and uncover key aspects of managing the Alteryx platform within potentially sensitive business units, such as those that are subject to audit.
Scope of Entitlement & Activities	<p>A 1-hour virtual session with the customer to gather information on the customer environment, workflow risk, policies and procedures, and other topics such as workflow orphans (i.e., workflows with no current owner or an owner who has left the org). Following the session, the Technical Consultant will outline a PPT governance plan that can be implemented by the customer.</p> <p>This activity will not exceed 4 hours.</p>
Alteryx Resource for Delivery	[Identify the Alteryx resource – e.g., CSM or Learning Marketplace]
Customer Prerequisites	Business and/or IT users familiar with the customer's Alteryx development lifecycle standards, such as those in the customer's Center of Excellence.
Additional Information	<ul style="list-style-type: none"> Does not include implementation of the governance assessment workplan or guidance/assessment outside of a 1 hour Q&A session.
Token Value (if applicable)	2 Tokens

NETWORK COMMAND CENTER

Description & Purpose	Network Command Center (NCC) is a one-stop shop dashboard for monitoring the health of the Alteryx platform, tracking the health and usage of the Alteryx Server environment, highlighting and/or solving environmental roadblocks, tracking data usage and lineage for audit purposes, understanding the structure of data sources, tools, and other aspects of workflows, and highlighting and/or improving the status of orphaned workflows.
Scope of Entitlement & Activities	Installation guidance for the related software and workflows, including the implementation of the dashboard. This activity will not exceed 16 hours.
Alteryx Resource for Delivery	Technical Consultant
Customer Prerequisites	Technical resources familiar with the Alteryx environment or network operating center resources familiar with engineering dashboards.
Additional Information	<ul style="list-style-type: none"> • Alteryx will not perform the installation on behalf of the customer. • Alteryx will not provide additional workflows outside of the standard provided NCC ones. • This does not include unsupported environment versions and configuration.
Token Value (if applicable)	6 Tokens

MIGRATION ASSESSMENT

Description & Purpose	Review of customer's current Alteryx deployment and assessment of suitability and migration path to Alteryx Analytics Cloud Platform (AACP), including percentage of workflows and connections that can migrate successfully. Covers Trifacta Self-Managed Cloud (SMC), Alteryx Designer, and/or Alteryx Server migration to AACP. Purpose is to enable the Customer to understand migration options and the suitability for them for their current environment(s).
Scope of Entitlement & Activities	<ul style="list-style-type: none"> • Working session with Customer to understand current environment(s) • Performing a migration assessment • Provide a report outlining the results of the migration assessment • This activity will not exceed 8 hours.
Alteryx Resource for Delivery	Technical Consultant
Customer Prerequisites	<ul style="list-style-type: none"> • Successfully installed/deployed environments. Technical team members with knowledge of the deployment. • Required details related to the environment and usage must be available and able to be provided.
Additional Information	<ul style="list-style-type: none"> • Will not include any hands-on activities performed by Alteryx resources. • This will not involve any actual migrations. • This will not cover related data that the environments access. • This does not include unsupported environment versions and configuration.
Token Value (if applicable)	4 Tokens

TAILORED LEARNING PLAN

Description & Purpose	This deliverable involves meeting with a customer to determine learning needs, helping to devise a learning curriculum for their users, building the learning plan in the Learning Marketplace, and providing the customer with any required access to the learning activity. Learning plans are based on available Learning Marketplace courses and can include instructor-led and/or digital courses.
Scope of Entitlement & Activities	Meet with the customer to determine training needs. Build the learning plan in the Learning Marketplace and assign users to the plan (if required). This includes courses available in the standard Learning Marketplace catalogs.
Alteryx Resource for Delivery	Alteryx certified trainer and the Learning Operations Team.
Customer Prerequisites	Customers should identify specific learning goals and objectives to help inform the appropriate curriculum.
Additional Information	Does not include custom training material or custom courses.
Token Value (if applicable)	2 tokens

LEARNING LABS

Description & Purpose	One 2-hour ad-hoc, private upskilling event. Covering standard product functionality, with the specific content to be selected by the customer in the Learning Marketplace. Increase knowledge, skills, and abilities on standard Alteryx product functions.
Scope of Entitlement & Activities	Private event scheduled in the Learning Marketplace for the customer's learners to ask questions and gain skills on standard Alteryx product functions.
Alteryx Resource for Delivery	Alteryx Certified Trainer
Customer Prerequisites	The private training class will be delivered in the Learning Marketplace and the customer may select the content to be covered from the standard Alteryx product functions.
Additional Information	Does not include training materials or customized training materials. Learning Labs do not include training or discussions on third-party products. Alteryx recommends a class of up to 16 learners, but customers may include additional learners in the class, in which case the training may be delivered in a webinar format.
Token Value (if applicable)	2 tokens

LEARNING MARKETPLACE

Description & Purpose	Online learning platform that delivers Alteryx training courses and tracks learning activity. Upskilling of Alteryx Users. The instructor-led classes are small, up to 16 attendees, to maximize time to ask questions, do hands-on activities, and take the time needed to learn Alteryx products. The curriculum is regularly reviewed for potential updates.
Scope of Entitlement & Activities	Training courses include digital and instructor-led courses. Learning subscribers may attend any of the instructor-led classes or take the digital training courses as often as they choose. They can take the same courses multiple times if needed.
Alteryx Resource for Delivery	Learning Marketplace
Customer Prerequisites	Designate the users who will receive access to the Learning Marketplace.
Additional Information	<p>Online. Instructor-led classes are scheduled regularly across multiple global time zones. Private courses, customized materials, and certifications are not included.</p> <p>For Premier and Premier Plus customers, this entitlement would be in addition to the subscriptions allotted as part of the Base Entitlement.</p>
Token Value (if applicable)	3 tokens for one seat.

PRIVATE TRAINING

Description & Purpose	Consulting with a trainer to devise a tailored learning plan, building the plan, and delivering the training. To increase knowledge, skills, and abilities on Alteryx products.
Scope of Entitlement & Activities	A private training class scheduled in the Learning Marketplace for only the customer's learners.
Alteryx Resource for Delivery	Alteryx-certified trainer.
Customer Prerequisites	Customers may select the content to be covered from the standard instructor-led catalog.
Additional Information	<p>Alteryx recommends a class of up to 16 learners, but customers may include additional learners in the class, in which case the training may be delivered in a webinar format.</p> <p>A private training will not exceed 8 hours.</p>
Token Value (if applicable)	3 tokens