NUIX ADVANTAGE: DISCOVER SAAS
Optimize outcomes with dedicated expertise.

WHY NUIX ADVANTAGE:

You've got leading-edge software, now get our leading-edge service package to ensure you get the most of your investment. Our Nuix Advantage Discover SaaS package has been tailor made for our Nuix Discover SaaS customers, if you are new, get up and running as quickly as possible; minimize time to value. If you are already up and running, make sure performance is continually tuned and optimized to meet your changing needs, ensuring you stay on top of latest releases, and benefit from feature updates.

WHAT IS NUIX ADVANTAGE?

Nuix Advantage is a service package offering support and training to maximize the value you get from our software. By choosing Nuix Advantage, you gain exclusive insights and advice from the very team that creates the software, including a dedicated Customer Success Manager, access to Solution Consultants, and Nuix Certified Training courses. Our team is here to help you realize the full value of your Nuix solution sooner.

WHAT'S INCLUDED:

With Nuix Advantage Discover SaaS, you receive expert advice on developing eDiscovery specific workflows and industry best-practice, as well as technical services, and exclusive Advantage phone support. Equip your team with the latest skills and knowledge to thrive.

In addition to this, you'll receive quarterly strategic support sessions and a half day of onboarding or sustainment training, focused on Nuix Discover SaaS end user and administrator topics. Additional Nuix certified training is available, once certified, you gain comprehensive access to relevant on-demand Academy training content.

NUIX ADVANTAGE DISCOVER SAAS – WHAT'S INCLUDED

Nuix Advantage Engagement Schedule	Pro-Serv Hours	Nuix Advantage Discover SaaS
Dedicated virtual meetings with your assigned Nuix Customer Success Manager (CSM)	✖	Quarterly
Onboarding and Go Live meeting with your Customer Success Manager	✖	✔
Customer onboarding or annual sustainment training, ½ day for up to 10 employees – End User & Discover SaaS Administrator	✖	✔
Post customer Go Live check in meeting	✖	✔
Annual workflow and capability assessment	✖	1 per annum
Free access for Nuix trained and certified customers to on-demand and relevant Academy LMS training content	✖	✔
Additional Nuix Advantage Value		
Discounted Hourly Rate for each Nuix Advantage Package	✖	15%
Additional Professional Service hours - Technical Services, Nuix Certified Training, Nuix Advantage Phone Support	✖	10 Hours
Use available Nuix Professional Service hours for additional Customer Success meetings, as required	✔	✔
Use available Nuix Professional Service hours for Project scoping, planning, implementation and testing	✔	✔
Access to additional Nuix consulting resources as required - Solution Consultants & Architects	✔	✔

Advantage Discover SaaS Scope of Service Document Link >

Nuix (www.nuix.com, ASX:NXL) is a leading provider of investigative analytics and intelligence software, that empowers our customers to be a force for good by finding truth in the digital world. We help customers collect, process and review massive amounts of structured and unstructured data, making it searchable and usable at scale and speed, and with forensic accuracy.

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