



Front Success Services

Accelerate your path to achieving critical business outcomes and maximize the value of your Front investment. Our Success Services Team's deep expertise on product, project management, and change management will ensure your team's successful implementation and end teammate adoption. Partner with us to unlock the full value of your investment and drive sustained success.

BEST IN CLASS ONBOARDING EXPERTISE

1,200+
Projects Completed

94%
Onboarding CSAT

92%
Services CSAT

76
Admin NPS

PROVEN VALUE

- Faster time-to-value with expert guidance
- Higher user adoption through personalized training
- Reduced conversation volume post-implementation
- Measurable productivity gains within 30 days

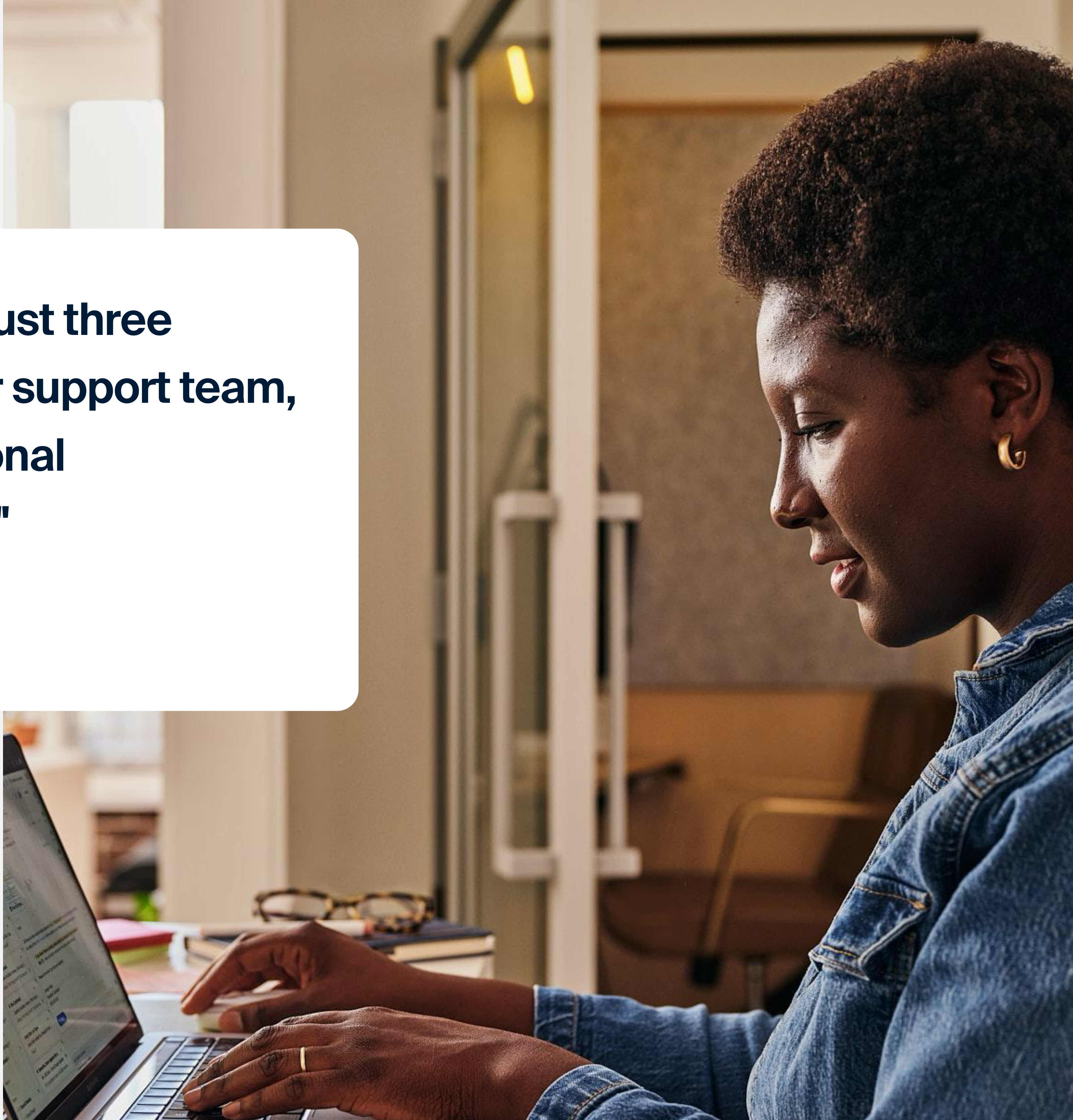
ONBOARDING AND SUCCESS SERVICES PACKAGES

Package Name	Professional Onboarding Accelerate	Enterprise Onboarding Transform	Success Services Adapt
Description	<ul style="list-style-type: none">• Dedicated Project Manager• Workflow Consultation and Strategy• Best Practices Implementation Guidance• Custom End User Training• Change Management and Launch Expertise	<ul style="list-style-type: none">• Dedicated Project Manager• Delivery and Integration Consultation• Strategic Architecture Design• Workflow Consultation and Strategy• Best Practices Implementation Guidance• Custom End User Training• Change Management and Business Transformation Guidance	<p>Add-on Service Hours can be purchased to support the following:</p> <ul style="list-style-type: none">• Additional Team Workflow Consultations• Change Management Assistance and Program• Admin/End User Private Instructor Led Trainings• Additional Prioritized and Scoped Engagements
Hours	25 hours	60 hours	8 hours
List Price	\$10,000	\$23,000	\$3,000
Plan Eligibility	<ul style="list-style-type: none">• Professional and Enterprise Plans• Onboarding Required above \$25K ARR Plans	<ul style="list-style-type: none">• Professional and Enterprise Plans• Onboarding Required above \$75K ARR Plans	<ul style="list-style-type: none">• Existing Customers on Professional and Enterprise• Sold in Packs of 8 Hours
Custom Technical Services	Connect with us to explore custom integrations, automations, and functionality through a tailored, bespoke engagement with a technical Front expert.		Pricing Priced on scope

CLIENT TESTIMONIALS

"I was able to launch Front to our first 250 users in just three weeks. Front’s approach to service, especially their support team, has been key to our growth without needing additional headcount. I can’t overstate the value of that team."

- Uber Freight 1200+ user deployment



"Change management is always critical but our TPM helped a lot with knowledge and material. Our set-up seems to be more advanced and challenging in comparison with other companies, but our dedicated Front team is always on top supporting us. It was clearly structured, we had regular check-ins and exchanges, our TPM was always reachable and supportive and had great knowledge. Overall it was a great onboarding experience we had thanks to your team."

- Transportation Company 200+ users deployment

"Your service level has been exceptional! Your presentations were excellent and your follow-up is phenomenal. In my 40+ years in the IT industry, I have never experienced a migration that has gone so smoothly. I truly appreciate all your help."

- Travel Company 100+ users deployment

REVIEW CASE STUDIES

Uber Freight replies to emails 50% faster and boosts response quality with Front

With a +97% CSAT, Reed & Mackay go the extra mile with Front



TRUSTED BY 9,000 GLOBAL BUSINESSES TO DELIVER EXCEPTIONAL SERVICE

