HighGround

HIGHGROUND CUSTOMER SUCCESS PARTNERSHIP

Our Partnership

HighGround delivers more than a technology solution.
Our Customer Success team builds a strategic and meaningful partnership with you to ensure ongoing success.

Our professionals are passionate about helping you learn to leverage HighGround's agile performance management and employee engagement platform to build a best-in-class program. No matter the size of the organization, we provide the highest level of service to every customer. We seek and value your feedback, and often incorporate it into our product roadmap.

Our team works closely with you to align your program goals and objectives with our technology initiatives. We are readily available to you via phone, email or live chat. In fact, during normal business hours we respond to 95% of chats within two minutes. Our proactive approach to supporting your success with HighGround technology extends to your entire engagement program. This means you receive best practices consulting, business reviews, customer webinars, weekly product updates and more.

We provide many different opportunities to ensure you are an integral part of the HighGround user community, connecting with others to share experiences and ideas.

Our Team

HighGround customers have access to our shared service organization that is dedicated to help you with every aspect of program success.

The team includes:

Executive Sponsor
Working with your executive team, the sponsor will ensure HighGround is meeting your goals and objectives.

Customer Success Manager (CSM)
Your primary contact point is responsible for day-to-day communications, project management and overall program success.

Customer Success Team
This group is dedicated to your end users' success – answering questions and offering support for your employees.

Our Services

Implementation
You'll be up and running on the HighGround platform in no time. While most implementations take 8-10 weeks, we've been known to have customers ready in just two weeks. We'll work with you to identify important goals and timelines and then guide you through best practices related to our adoption and change management framework. We will load your HRIS data into the HighGround system and then work closely with you regarding additional system and integration configurations. Our user-friendly and intuitive user interface facilitates rapid adoption, yet we also offer effective training for both system administrators and end-users.

Customer Support
Our support team provides day-to-day assistance to troubleshoot issues and answer pressing questions for your system administrators and end users.

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Best Practices Consulting

Business objectives change over time and your performance management and employee engagement program needs to evolve with them. HighGround will help you redefine your goals and devise a plan to achieve them. We leverage our extensive experience and knowledge to help your program become exceptional.

Many of our customers uniquely brand their programs to align with their corporate visions and values. Our team offers "internal marketing" expertise to extend that brand by white-labeling the application and customizing email signatures, badges and email templates.

Continuous Education

We are highly committed to innovation through product releases that include new features and functionality. Knowing how to leverage these capabilities will drive program improvements, greater value and outstanding results.

To learn more about how HighGround can help drive employee engagement, **visit: www.highground.com**