

## Enterprise Consulting Services

SearchUnify Enterprise Consulting is committed to your enterprise success by offering mission-specific packages with sizing levels to fit your business needs. Choose your Service Level from program assessment, monthly advisory guidance, or an in-depth program implementation.

In every interaction we promise to actively listen to learn about your unique business goals and challenges, enabling us to deliver valuable insights and measurable outcomes.



	Assess	Advice	Engage
Questionnaire / Assessment	✓	✓	✓
Discovery: Goals, Challenges, KPIs	✓	✓	✓
Program Assessment	✓	✓	✓
Assessment Report	✓	✓	✓
Executive Summary Assessment	✓	✓	✓
Stakeholder Interviews		✓	✓
Project Goal Alignment		✓	✓
Initiative Scope & Outcomes		✓	✓
Business Feedback & Best Practices		✓	✓
Project Plan & Communication		✓	✓
User Enablement			✓
Program Rollout			✓
Project Close (Review & Handoff)			✓
<b>Duration</b>	<b>2-3 Days</b>	<b>4 Weeks</b>	<b>Custom</b>



# Enterprise Consulting: Support Packages

## Search Strategy

Engage with an expert to assess and optimize your content findability to best serve your customers and scale digital Support.

1

## Premium Service Offerings

Engage with an expert to assess and optimize your Support offering, transform to a profit center, and scale Support services.

2

## Self-Service Success

Support portal and community assessment to benchmark self-service capabilities and ease of online-to-assisted workflows.

3

## Case Deflection Strategy

Create a multi-channel strategy to empower your customers to resolve how-to and troubleshooting issues and reduce the need for assisted support.

4

## Gen AI Planning & Adoption

Engage with an expert to assess the potential to incorporate GenAI technologies within your support ecosystem and planning horizon.

5

## Customer & Employee Effort

Engage with an expert to map the customer journey through your support ecosystem and/or your employee journey through their workflow.

6

## Content Management Strategy

Learn where and how your content is enabling customer and employee success, and how to maximize content access.

7

## Support Operational Efficiency

Engage with an expert to assess and optimize your support operations and realize efficiency improvements to meet your operational goals.

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