



## Xplor! OnCall

**AT A GLANCE**

Xplor! OnCall is an annual subscription support service for clients that need expert support and assistance for all aspects of the Charter Solutions' Xplor! Analytics Platform. With this service, you can quickly access expert support on an as-needed basis.

**Key Benefits**

- ▶ Faster dashboard development
- ▶ Reduced learning curve
- ▶ Easy to make small changes to data and processing

**Key Features**

- ▶ On-demand expertise in designing and managing Tableau
- ▶ On-demand expertise in Charter Solutions' Xplor! platform
- ▶ Quarterly review and success planning meetings

**BUSINESS CHALLENGES****Insufficient skills and knowledge reduce effectiveness.**

Understanding how to use available tools combined with the best ways to deliver insights is needed to be effective. Having access to expert knowledge in analytics tools, visual presentation of data, and common business functions is important to success.

**End-to-end agility is needed to be responsive to business and competitive needs.** Often the gap between what you have and what you need for the insights is only a few pieces of data. The ability to make small changes to the data quickly is critical for an agile and responsive organization.

**SOLUTION OVERVIEW**

Xplor! OnCall provides expert support for the following areas<sup>1</sup>:

- ▶ Updates and changes to data models and transformations
- ▶ Addition of new datasets
- ▶ Dashboard and data-source configuration
- ▶ Expert help in dashboard development and visualization tool use
- ▶ Analytics coaching and mentoring
- ▶ Work review and advice
- ▶ Quarterly review and success planning sessions

<sup>1</sup> Work requests outside of this scope will be treated as an additional work-stream and governed by a separate Statement of Work (SOW) agreed upon by both parties.

## SOLUTION OVERVIEW (CONTINUED)

### Support Window

We will provide support during the business hours of 8 AM to 5 PM CT, Monday through Friday<sup>2</sup>. You have the option of meeting with our consultants via web conferencing, coming into our offices, or, on request, we can dispatch them to your site<sup>3</sup>.

### Fee Schedule

The following fee schedule is based upon a twelve-month commitment from date of contract signing. Invoices are sent at the beginning of each month with 30-day payment terms. The schedule shows levels of commitment and corresponding rates. There is a minimum 4 hour per month commitment. At the beginning of each month, we will invoice you for that month's committed hours and any overage hours used in the prior month.

If a higher level of hours is needed, during the agreement period, you may increase the monthly hours for the remainder of the annual commitment at any time and as frequently as desired.

The Charter Account Executives will continually work with you to make certain you are purchasing the right number of hours.

*Table 1 - Fee Schedule*

Monthly Hour Commitment	Rate for Contracted Hours <sup>4</sup>	Rate for Overage Hours <sup>5</sup>
4+ hours	\$175.00	\$210.00
20+ hours	\$160.00	\$192.00
40+ hours	\$150.00	\$180.00
200 hours or more	\$130.00	\$156.00

## RELATED SERVICES

### Xplor! QuickStart

Xplor! QuickStart is designed to quickly get you operational on the platform and delivering value to your users. During the Xplor! QuickStart we will work with you to identify an initial set of metrics and required data for implementation. We will then work with you to build and deploy the metrics to your users. Xplor! QuickStart comes in three sizes costs \$5000, \$10,000, or \$15,000 respectively. Engagement size is determined based the complexity of the metrics you want to build and the state of your data.

## INTERESTED IN LEARNING MORE?

Contact us at [sales@chartersolutions.com](mailto:sales@chartersolutions.com)

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<sup>2</sup> Excluding holidays

<sup>3</sup> For all requests that require travel, the costs will be charged back to the customer at actual cost

<sup>4</sup> This rate is used for the pre-paid monthly hours in the service agreement

<sup>5</sup> If you need to use a few hours over the pre-paid monthly hours, this rate will apply