Planview Enterprise®

Solution brief

The Planview Customer Success Center: Planview at Your Fingertips

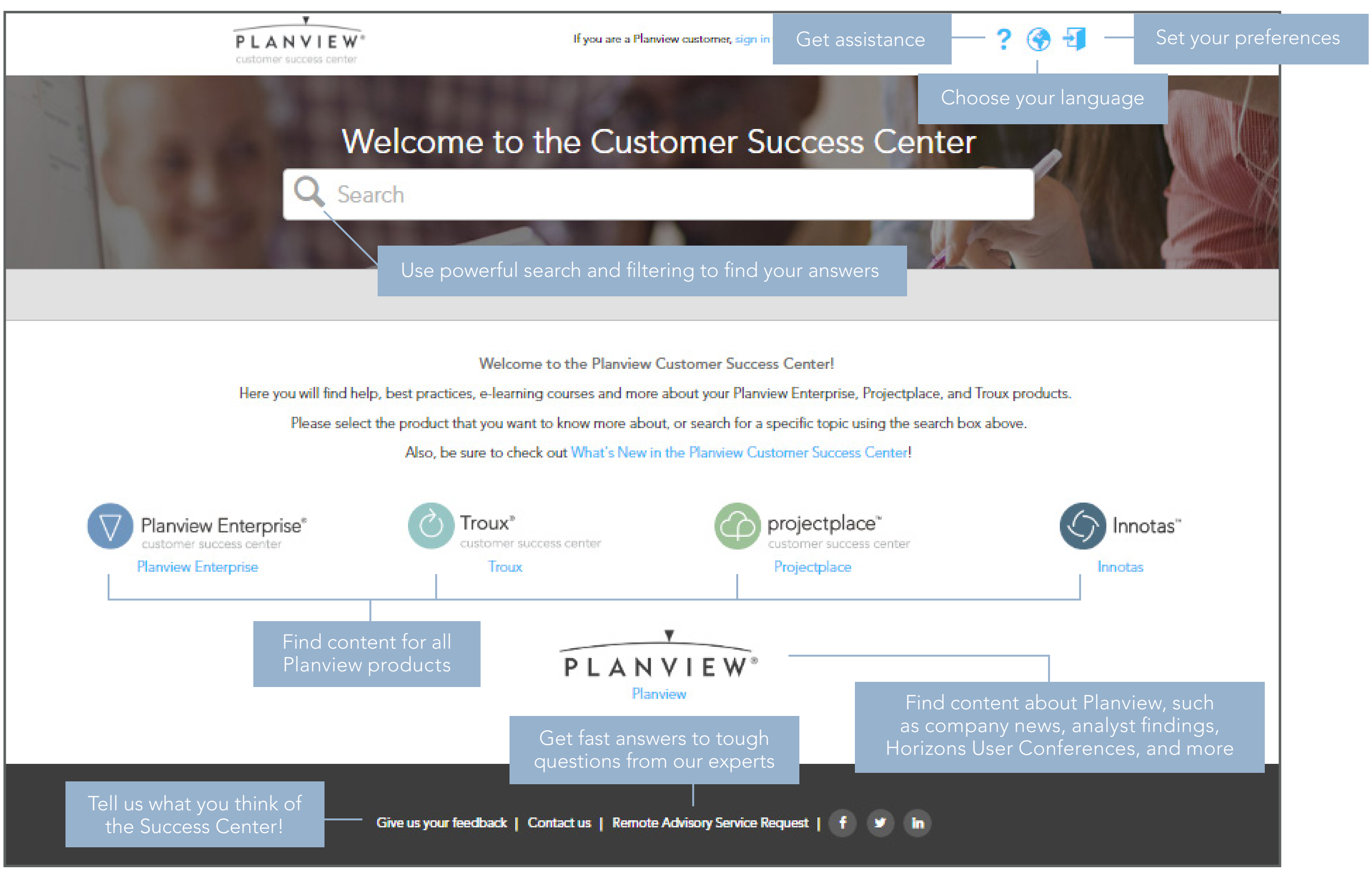
Planview is committed to making sure you get the most out of your Planview products and feel great about your decision to use them. That's why we created the Planview Customer Success Center, with tools that elevate your experience, answer every question, and turn you into a product expert, quickly and efficiently.

The Customer Success Center offers more than 17,000 pages of easy-to-find, easy-to-use content that speeds adoption and time to value for users across your organization for Planview Enterprise®, Troux®, Innotas®, and Projectplace®.

With content differentiated by product, the Customer Success Center delivers valuable offerings like:

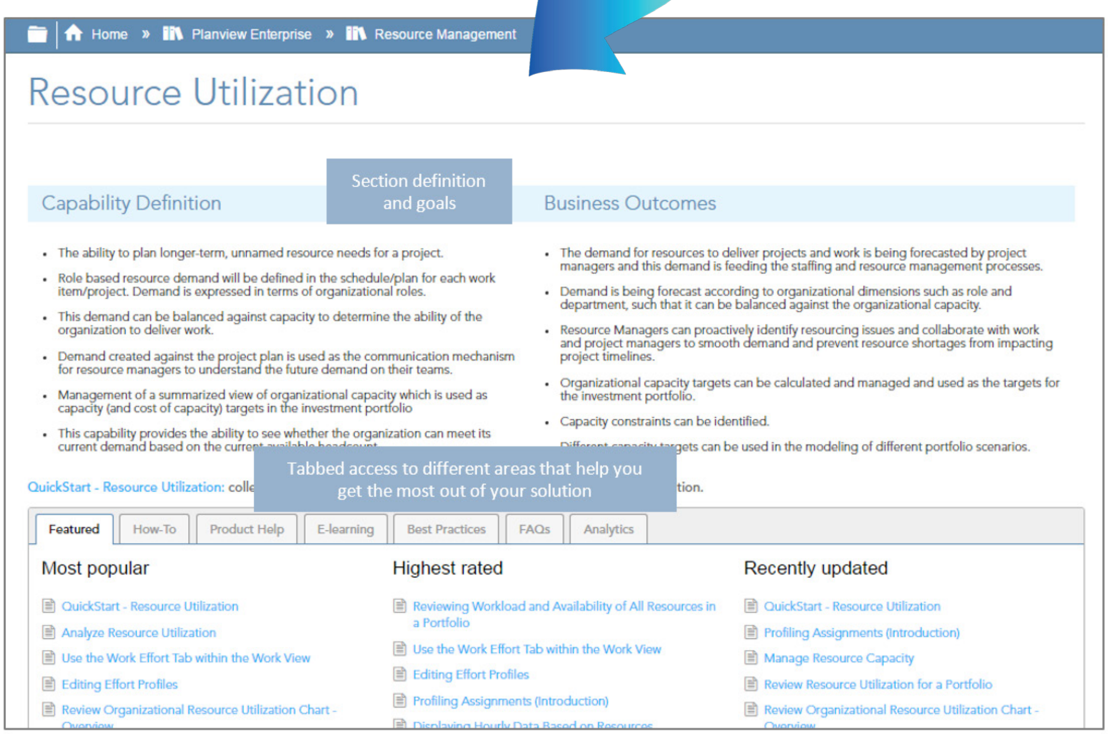
- **Product Pages:** Enabling your team with How-To articles, Product Help, FAQs, and videos
- **Adoption Strategy:** Supporting organizational change with plans and resources for communication and education
- **Education and Training:** Maximizing learning with individualized, role-based classes
- **Planview PRISMS® E-learning and Best Practices:** Accelerating maturity with online training and action-oriented best practices

The Planview Customer Success Center is organized for maximum usability and effectiveness. Let's take a look.



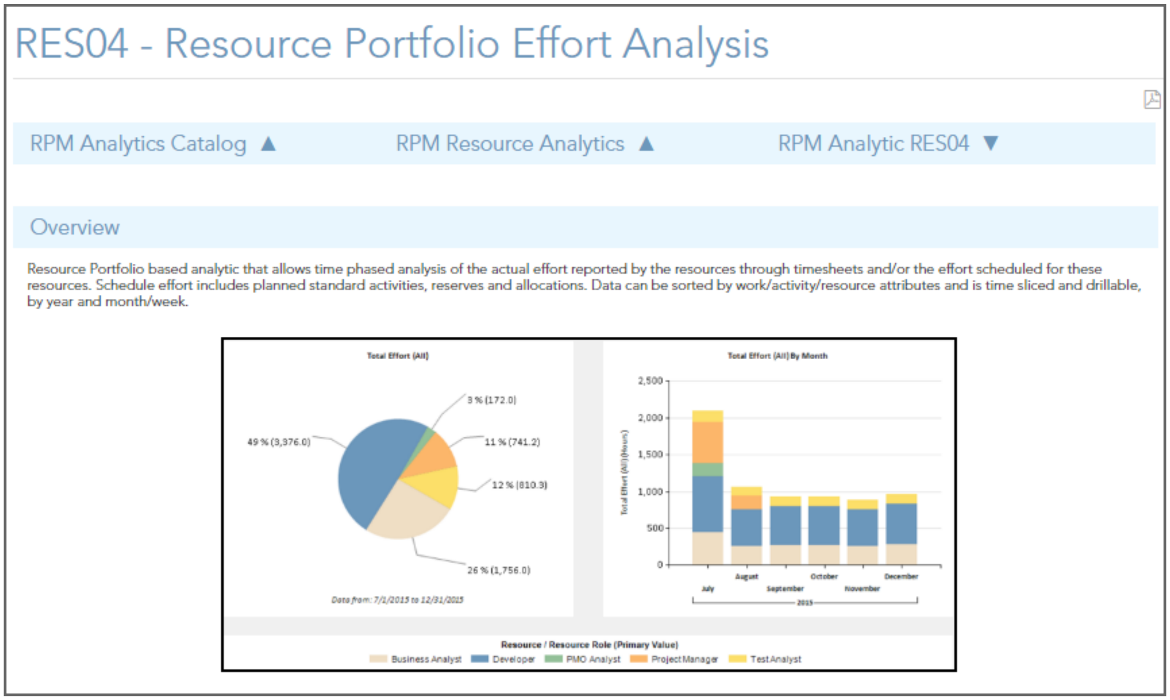
There is a vast array of valuable content for all Planview product lines, though specific content varies by product. Let's see what's in the Planview Enterprise section of the Customer Success Center:

Each category provides a wealth of information:



Analytics and Reporting

A quick click on the Analytics tab leads to the RPM Analytic for that section, with helpful parameter configurations:



Getting Started

Users just getting started or training new teams will love the Fundamentals section. This offers an introduction into product terminology and functionality, and also applies a role-driven approach to navigating further content.

QuickStart Guides

Our QuickStart Guides provide a great starting place for learning about specific product capabilities. These guides, developed for many of our offerings, provide curated articles and videos from our vast content library and put you on the path to becoming an expert.

Enablement and Adoption

Visit Enablement Resources within the Resource Center to find tools that will spur enterprise-wide adoption. Having a strong communication plan, stakeholder plan, and visible executive support can make or break an implementation, and these resources can facilitate your journey. From white papers with 50 Ways to Lead Your Users, to video scripts for your executives, to educational user emails: it's all here to streamline your journey.

Education and Training

Learning how to use your new products is vital to speeding ROI and time to value, and ongoing education helps hone new skills and deepen competencies. Our Training Center is your gateway to role-based learning that leverages best practices and our industry-leading teaching expertise for on-site or virtual classes. Additionally, the Training Center enables quick and easy registration for open enrollment, instructor-led training.

Planview PRISMS

Representing our most powerful material, Planview PRISMS is proven to help you maximize your Planview Enterprise investment, protect it, and accelerate its effective use and adoption by increasing process maturity and lowering support overhead. It does this with a combination of of 300+ **E-learning modules** and **200+ Best Practices** that provide on-the-spot, targeted learning that helps users answer questions as their capabilities grow.

Open to All

The Customer Success Center was built for you. Every Planview customer has access. Simply visiting **success.planview.com** exposes fantastic tools; signing in provides the full range of content to you.

No log-in? No problem. The Customer Success Center enables self-registration. As long as you register with a valid Planview customer email domain, you can register yourself; there is no lengthy process involving your Planview administrator.

Make Success Yours Today

There's a lot to discover in the Planview Customer Success Center, and we're updating it every day. From adding more multilingual content, to increasing our store of short E-learning videos, to our FAQs, How-to articles, Best Practices, and so much more! Access it from your Planview product or directly from the Web, and use it on whatever mobile device is handy.

Let us know how we're doing. Each page provides feedback tools: your input is crucial to the growth of your Success Center!

Contact us at **successcenter@planview.com** today and get your own no-strings-attached demo of the Planview Customer Success Center!