



# Qstream Premium Plus Services: Dedicated Experts Ready to Help

**The Premium Plus Services package is Qstream's most comprehensive services offering, designed for organizations lacking the on-staff resources to manage a Qstream implementation.**

## **Setup Services**

Qstream will set up your private co-branded site with company logo and unique URL.

## **Administrator Training**

Premium Plus Services includes two online education passes covering site administration, content planning, development and authoring, as well as how to build Qstreams and best practices for supporting participants and managers.

## **Project Management and Planning**

Qstream provides supervision of planning, implementation, launch and evaluation of your Qstreams. This includes a project kickoff and planning meetings, Qstream set up and monitoring, content review and feedback, user registration, enrollment, post-Qstream insights review, and project issue escalation.

## **Site, User and Content Administration**

With Premium Plus Services, Qstream consultants handle the administration work for you, including building Qstreams, user registration and updates, management hierarchy planning, Qstream monitoring and co-moderator services.

## **Strategic Program Consulting**

A dedicated Qstream client services manager will provide ongoing consultation on program planning and support, internal processes and best practices. This service includes quarterly program reviews and planning meetings to ensure your program is on track to achieve the desired business goals.

## **Help Desk and End-User Support**

Qstream Premium Plus Services includes email-based participant and program support. Our responsive client services team has the expertise to quickly understand and solve your issues.

## **24x7 Power Tools**

Receive unlimited access to Qstream's best-practices library with helpful information on creating effective Qstreams, managing successful rollouts, methods for conducting post-Qstream reviews, frequently asked questions (FAQs) and product update communications.

200 Wheeler Road, Burlington MA 01803  
(781) 222-2020 | [info@Qstream.com](mailto:info@Qstream.com) | [Qstream.com](http://Qstream.com)

Westmoreland Park, Dublin 6, Ireland  
+353 1 687 7004

