



White Cup BI Elite Managed Services

Easily unlock the full value of your data.

Elite Subscription is an option for customers who want to outsource all administrative aspects of the software platform. This package helps customers with the technical aspects of managing the software, keeping the platform current in supporting your business needs today and in the future and perform routine administrative functions (creating dashboards, adding users, changing permissions, training of new functions / users and more). A Elite Subscription will enable you to best optimize your company resources without needing to invest in the management and configuration of the platform.

About White Cup

White Cup offers data-driven selling technology that makes selling smarter, faster, and easier for distributors. White Cup's industry-specific CRM, Business Intelligence (BI), and Pricing products drive revenue, improve profits, and reduce overall costs. With decades of industry experience, White Cup is trusted by more than 1,000 customers globally.

To learn more about how the White Cup team can help managing your White Cup software easier, email managementservices@whitecupsolutions.com



Visit whitecupsolutions.com
to learn more.

The following services are offered for scheduled service:

Custom Modifications

Changes to the backend data pulling into the cubes for enhanced reporting needs

- » Four modifications per year (adding detail records, adding columns) including creating a custom column for custom calculations and miscellaneous cube modifications
- » Eight drilldown additions per year

Enhanced Yearly Personal Training and Consulting

Keeping you in the know to get the best ROI on your White Cup BI solution

- » One 1-hour user training session (topic of your choosing)
- » One 1-hour administrative training session (topic of your choosing or refresher course)
- » Quarterly consulting sessions (1-hour each) to review of your current system and best practice suggestions for better utilization, and educate you on roadmap and new available features

* Report and Dashboard updates/create net new are limited to the data currently available in your White Cup BI Discover and/or White Cup BI Report database and does not include creation of new data sources, cubes or addition of identifiers not already included in contract.

White Cup BI Reports

- » Updates to existing reports (adjusting columns, filters, etc.)
- » Adding new columns or filters as needed
- » Create new reports annually*
- » Report emailing or sharing of reports to users
- » Schedule reports/modify as needed

White Cup BI Dashboards

- » Modification of existing dashboards
- » Create new dashboards annually*
- » Assist with user dashboard permissions as needed

Miscellaneous Services & Admin Duties

Job management and data notifications.

- » Setting up alerts for when nightly jobs are successful or not successful
- » Monitor alerts for successful or unsuccessful nightly jobs
- » User maintenance and template updates
- » Adding report/dashboard libraries and setting access

