



Heap Professional Services

# Managed Services

Partner with Heap experts for tailored solutions that drive business success and ongoing growth



Whether you're a stretched data team that needs help building out events and reports or an organization with complex data architecture that requires a custom solution, our Professional Services team provides the assistance you need.

Heap's Managed Services package is designed to offer expert consultation and support at four different hours-based tiers, all of which can be customized to meet your specific needs. Work closely with our dedicated experts to accelerate your time to value and derive powerful insights from Heap data.

## Standard Offerings

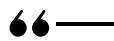
- Starter, Basic, Standard and Premium Tiers
- Custom scoped engagements
- 1 year engagement

## Service Tiers

Starter	Basic	Standard	Premium
<p>Dedicated analyst to support baseline reporting needs</p> <p><b>Duration: 100 hours/year</b></p>	<p>Dedicated analyst to provide ongoing staff augmentation &amp; technical support</p> <p><b>Duration: 200 hours/year</b></p>	<p>Achieve your key business outcomes faster with a dedicated resource committed to your long-term success</p> <p><b>Duration: 400 hours/year</b></p>	<p>Scale Heap across your organization while partnering with a dedicated Heap expert to drive strategic business outcomes</p> <p><b>Duration: 600 hours/year</b></p>

## Sample projects may include:

- Event/Reporting Creation and Validation
- Data Migrations & Stack Optimization
- Data Governance Setup
- Account Maintenance
- Team Enablement
- Reporting Optimization
- Data Enrichment/Integration Recommendations and Support



I've been really pleased with our partnership and how quickly we were able to align on priorities, roadmap, and results in only a one-month time frame. Our analyst was able to add value immediately by providing dashboards and reports that deliver insights to action. I look forward to seeing how we continue to leverage our partnership and data to drive high value action decisions for our business.

— HEAD OF ECOMMERCE  
RETAIL

To discover how Heap's Managed Services Package can enhance your business's value, kindly contact your Heap team today!

[heap.io/professional-services/service-offerings](https://heap.io/professional-services/service-offerings)