Best for organizations with novice level experience with a community.

**PLAN** → We’ll identify the needs of your internal stakeholders to build a community strategic plan, community roadmap, success metrics and align your staff at the onsite Workshop.

**LAUNCH** → Our Community Consultants have successfully launched over 100 Higher Logic communities. We’ll manage your launch to ensure that users experience success on the platform from the very beginning.

**GROW** → As the designated community manager for your organization’s primary community, we’ll drive engagement by designing and executing on a monthly content calendar, managing the daily moderation queue, and refining automation rule emails and gamification tactics.

### PLAN → LAUNCH → GROW
- Community Discovery Call
- Organizational Interviews
- User interviews
- SWOT Analysis
- Community Strategy with Success Metrics
- Community Roadmap
- Onsite Workshop
- Mid-Year Strategic Review

### PLAN → LAUNCH → GROW
- Launch Project Plan
- Launch Toolkit
- Community Launch Messaging
- Beta-testing with Early Adopters
- Seed Content
- Community Moderation Set-Up
- Internal Staffing Plan for Moderation
- Community Terms and Conditions
- Automation Rule Email Set-Up
- Gamification (ribbons/badges) Set-Up
- Private Admin Community
- Virtual Meetings

### PLAN → LAUNCH → GROW
- Monthly Content Calendar
- Community Moderation
- Community Manager Email Inbox Management
- Automation Rule emails
- Gamification Tactics
- Engagement Toolkits
- Impact Reports
- Monthly Community Health Review
- Virtual Meetings