HIGHER LOGIC STRATEGIC SERVICES | PLATINUM

Best for organizations with novice level experience with a community.

In as little as a few hours a week you will feel prepared to confidently manage your online community from the day that it launches. Our Community Consultants will help you develop a community strategy, manage the launch, and serve as the day-to-day community manager for your organization's primary community.

PLAN → We'll interview staff members and community members to understand their needs, develop a community strategic plan and roadmap, define success metrics, and align your team at the onsite Workshop.

LAUNCH → Our Community Consultants have successfully launched over 100 Higher Logic communities. We'll manage your launch to ensure that community members 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 Kickoff Call
+ Staff and user Interviews
+ SWOT Analysis
+ Community Strategy with Success Metrics
+ Community Roadmap
+ Strategic Planning 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
+ Virtual Meetings

PLAN → LAUNCH → **GROW**

+ Monthly Community Content Calendar
+ Community Member Spotlights
+ Community Moderation
+ Community Manager Email Inbox Management
+ Automation Rule emails
+ Gamification Tactics
+ Engagement Toolkits
+ Impact Reports
+ Community Health Review
+ Virtual Meetings

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