

Action Data Intelligence

Success & Services

Every Action Data Intelligence Platform customer is supported by an integrated success model. From day one, you partner with a dedicated Customer Success Manager and a structured program designed to make you value-ready within 30 to 60 days. As your data intelligence journey evolves, Action Professional Services are available to deepen your capabilities through advisory, implementation, and operational support.

Your guide to value realization

Action guides you through three connected stages of your data intelligence journey:



How Action Success & Services is Structured

Our model delivers a comprehensive success foundation for every customer, a structured onboarding service to get you value-ready quickly, and optional Professional Services for deeper expertise.

Service Layer	Packaging	What it includes
Included Success Foundation	Standard with every subscription	Dedicated CSM, success planning, adoption guidance, Quarterly Value Reviews, CSM-led enablement, Action Academy, documentation, community, Ideas Portal, and 24/7 technical support.
Guided Onboarding	Structured 30–60 day launch motion	Data readiness baseline, success criteria, kickoff, use case selection, metamodel design, steward enablement, technical activation, adoption tracking, and 90-day roadmap.
Professional Services	Optional – engaged when needed	Starter Packs, custom advisory for AI strategy and data management, custom training, custom connector development, and operational services including Fractional CDO/CDAO.

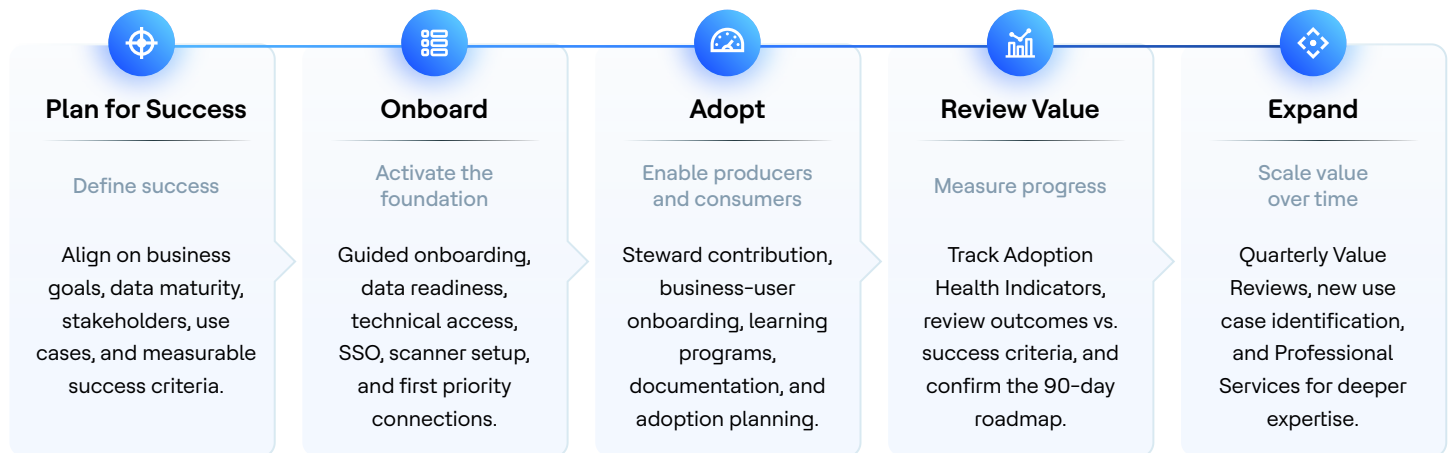


“We had to organize ourselves around our operational needs. Actian allowed us to think big, start small, and scale up easily.”

– Michel Lunetta, Product Owner,
Data Management Solutions, BPCE Group

From Launch to Value Realization

Actian guides customers through a five-stage lifecycle, with Customer Success and Technical Support available throughout and Professional Services available at key moments.



Customer Success & Technical Support available throughout all stages | Professional Services available at key moments

Included Success Foundation

Every Actian Data Intelligence Platform subscription includes Customer Success Management, structured onboarding, learning, community access, and global support.

Capability	What's included
Customer Success Management	Dedicated CSM, Customer Success Plan, milestones and KPIs, adoption guidance, strategic planning, and Quarterly Value Reviews.
Structured Onboarding	Data readiness assessment, success criteria co-definition, governance alignment, use case prioritization, metamodel design, steward enablement, technical activation, and 90-day adoption roadmap.
Adoption Health Tracking	Two-track adoption framework spanning data producers (stewards) and data consumers (business users), measured across 5 Adoption Health Indicators.
Education & Learning	Actian Academy on-demand learning, CSM-led training, product certifications, and in-app guidance.
Community & Engagement	Actian Customer Community, Ideas Portal, and User Days
Self-Service Resources	Knowledge Base with 15,000+ Tech Notes, product release updates, interactive tutorials, Onboarding Playbook, and adoption toolkits.
Technical Support	24/7 Support Portal access, multi-channel support (portal, live chat, phone)

Actian Professional Services

When deeper expertise is needed, Actian Professional Services extend your team's capabilities through tailored advisory, implementation, custom training, and operational services scoped to your strategy, architecture, and operating model.

Offering	Examples	Best fit
AI Advisory	AI Readiness Assessment, AI Strategy, AI Architecture, AI Governance and Ethics, AI Use Case definition and prioritization, and AI Pilot with measurable outcomes.	Build AI readiness on a trusted data foundation.
Data Management Advisory	Data Strategy Roadmap, Data Governance Framework, Data Quality Framework, and Master Data Management.	Shape the operating model, frameworks, and roadmap that scale data intelligence.
Starter Packs	Fixed-scope, prepaid advisory or implementation packages — including AI Maturity Assessment, Data Maturity Assessment, Governance and Quality Frameworks, Data Strategy Roadmap, and prepaid effort hours for Data Catalog, Observability, and Integration.	Accelerate a defined outcome with a predictable scope and price.

Offering	Examples	Best fit
Custom Implementation	Custom connector development, complex integrations, technical architecture, and prepaid implementation effort hours from Actian engineers and architects.	Add hands-on technical capacity for specialized or accelerated delivery.
Custom Training	Tailored curriculum, classroom instruction, train-the-trainer programs, and API/GraphQL training.	Scale role-based enablement across your organization.
Operational Services	Fractional CDO/CDAO support and remote data governance roles such as manager, analyst, or steward.	Augment your team with ongoing operational and governance expertise.

What's Included and Available as Add-Ons

Every subscription includes a comprehensive success foundation from day one. Optional Professional Services and add-on training are available when deeper expertise is needed.

Capability	Included	Add-On
 Customer Success & Onboarding Partner with a dedicated CSM through a structured 30–60 day launch.		
Dedicated Customer Success Manager	●	
Customer Success Plan with milestones & KPIs	●	
Quarterly Value Reviews	●	
Data Readiness Assessment	●	
Success Criteria Co-Definition	●	
Use Case Selection & Prioritization	●	
Metamodel Design & Configuration	●	
Steward Enablement Workshop	●	
90-Day Adoption Roadmap	●	
Adoption Health Indicators	●	

Capability	Included	Add-On
 Education and Learning On-demand learning, expert-led training, and role-based enablement.		
Action Academy on-demand learning	●	
Product documentation & Knowledge Base	●	
In-app guidance & tutorials	●	
CSM-led training sessions	●	
Product certifications	●	
Train-the-trainer programs		●
API & GraphQL training		●
Customized curriculum development		●
Classroom instruction (customized)		●
 Community & Engagement Collaborate, share ideas, and shape the product roadmap.		
Customer Community access	●	
Ideas Portal	●	
User Days	●	
Customer Advisory Board	●	
 Self-Service Resources Frameworks and self-guided tools for every stage of your journey.		
Knowledge Base (15,000+ Tech Notes)	●	
Documentation portal (docs.action.com)	●	
What's New feature release updates	●	
Interactive tutorials	●	
Onboarding playbook & adoption frameworks	●	
Adoption Health Indicator Tracker	●	
 Technical Support Global, multi-channel support available around the clock.		
24/7 Support Portal (Knowledge Base, case tracking)	●	
Multi-channel support (portal, live chat, phone)	●	
Escalation pathway through Customer Success Manager	●	

Capability	Included	Add-On
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Professional Services

Tailored advisory, implementation, and operational expertise when you need it.

Advisory Starter Packs	●
Implementation Starter Packs	●
AI Readiness Assessment & AI Strategy	●
AI Architecture & Governance Advisory	●
AI Use Case Definition & AI Pilot	●
Data Strategy Roadmap	●
Data Governance & Quality Frameworks	●
Master Data Management	●
Custom Connector Development	●
Custom Training & Curriculum	●
Operational Services (Fractional CDO/CDAO, remote governance roles)	●

Starter Packs

Fixed-scope, prepaid packages that deliver focused advisory or implementation outcomes. Starter Packs include offerings such as the AI Maturity Assessment, Data Maturity Assessment, Data Governance Framework, Data Quality Framework, Data Strategy Roadmap, and prepaid implementation effort hours for technical architects and engineers across Data Catalog, Data Observability, and Data Integration.

A flexible model that grows with your business

No matter where you are in your data intelligence journey, Actian Success & Services help you launch with confidence, build adoption, and continue expanding value as your data governance, data quality, observability, and AI readiness needs evolve. **Learn more at actian.com.**

About Actian

Actian empowers enterprises to confidently manage and govern data at scale. Organizations trust Actian data management and data intelligence solutions to streamline complex data environments and accelerate the delivery of AI-ready data. Designed to be flexible, Actian solutions integrate seamlessly and perform reliably across on-premises, cloud and hybrid environments. Learn more about Actian, The data and AI division of **HCLSoftware**, at actian.com.