

## ADDITIONAL SERVICES

# Blyott Training and Support to Set You up for Success

## Training Sessions

To ensure you get the best experience using the Blyott platform, we're offering several training sessions for you and your team.

Pick the training sessions that are most relevant to your team, from onboarding to deep diving into new and advanced features. Explore the sessions below.

### Demo Kit Onboarding

A short session to ensure that your entire team knows how to access and use the Demo Kit and all associated tools.

✓ 2 hours

### Standard Onboarding

Demo Kit Onboarding and introduction to all associated tools and all standard platform content.

✓ 4 hours

### Advanced Training

Standard Onboarding and introduction to ML and workflows. Add-on (2h) to people attending the Standard Onboarding.

✓ 6/8 hours

### Add-On or New Feature Training

An online session for existing clients (invite only). This session is organized when new features are released.

✓ 3 hours

### Attendance

All sessions are hosted for a group of maximum 5 people.

### Planning

Sessions must be scheduled at least 2 weeks in advance.

### Timinig

Session times are approximate and will depend on trainees and customers needs.

# Support Services

While the goal is to set you up for instant success with our training sessions, sometimes a bit of extra support can be helpful. With support credits, you can take full advantage of the Blyott Support Team. We're ready to help you.

## What's included with Support Credits?

9:00 am to 5:00 pm support from Monday to Friday

Ticketing (and email)

Full ticket tracking via web portal

Live chat

Urgent phone support

Help Centre Documentation

Access to product manuals and tutorials

Priority support for Blocker incidents

Pre-scheduled video calls with support (up to 30 min. to assist with difficult tasks)

Assistance with 'tenant onboarding' and setup

Assistance importing bulk data

**Please note**, support is provided from Monday to Friday (9:00 am to 5:00 pm) as per agreement and does not include 'nearshore' public holidays. A list will be provided.

## About Blyott

Blyott is at the forefront of transforming industries with innovative localization and monitoring solutions. Our platform integrates advanced data analytics and AI, supporting various sectors to navigate operational challenges, enhance efficiency, foster staff well-being, and achieve sustainability goals.



### EASY TO SET UP

Works in a matter of minutes.



### SCALABLE

Scale to millions of assets.



### PAY-AS-YOU-GROW

Custom plans are available.



### OPEN STANDARD

Integrate using REST API's and webhooks.

 **Blyott**

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