

Community Advisory



Best for organizations new to online community with a dedicated community manager or management team with intermediate or advanced levels of community experience.

Higher Logic knows that community management is not a “one-size-fits-all” approach. Our Community Consultants will develop a tailored community strategy for your organization and provide expert guidance to your organization’s community manager.

Industry-Leading Community Expertise:

Developing a community’s strategic plan and launching a community can take months of discovery and preparation. Our Community Consultants have collectively launched hundreds of communities within weeks. They’ll work with you to develop a launch plan you can execute on, as well as a year-over-year strategic plan customized to your organization’s goals. Each month, you’ll receive new strategies, step-by-step toolkits, and data-based recommendations tailored to your community. Post-launch, your Community Consultant will help you nurture your community for years to come and build out thoughtful and engaging programs and content plans.

Multi-Faceted Premier Support Model:

Your Community Consultant can troubleshoot engagement issues, but for the technical issues they can’t fix, your Premier Support Representative can fill in the gaps. Your Premier Support Representative will be familiar with your organization’s use case, route your cases to a priority track, and have monthly case reviews to provide status updates and hear your feedback on high priority issues.

Exclusive Product and Event Access:

Higher Logic’s products are always evolving thanks to the feedback and ideas from our customers. With the Community Advisory package, you’ll have access to our Quarterly Product Focus Group run by our Product team. Additionally, attend our Quarterly Private Roundtable Events where you can discuss common issues, solutions, and themes with other Higher Logic Strategic Services customers.

