

Strategy and Management



Best for organizations who are new to online community. You want ongoing engagement planning, hands-on community management, and an enhanced technical support experience.

In as little as a few hours a week you'll feel prepared to confidently manage your online community from the day 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.

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 year-over-year strategic plan customized to your organization's goals. Post-launch, your Community Consultant will help you nurture your community for years to come and build out thoughtful and engaging programs and content. Our best practices, benchmarks, and insight into how other organizations are building and growing communities will ensure your community thrives.

Multi-Faceted Premier Support Model:

Your Community Consultant will begin to feel like an extension of your organization, but for any 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 feedback and ideas from our customers. With the Community Strategy and Management 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.

