

Guided Success for Keysight Eggplant Software

Continuous support and deployment program for Eggplant Software

Elevating Your Eggplant Software Experience with Continued Expertise

Guided Success is an advanced support program by Keysight Eggplant, designed for businesses that have already completed the Guided Adoption program. This program helps you maximize the potential of Eggplant software giving you continuous access to Keysight's automation experts, thereby ensuring your team remains proficient and continues to advance in their automation capabilities.

Transitioning from initial adoption to sustained success can present new challenges. Keysight's team of seasoned automation experts will support your business in optimizing, scaling, and enhancing your use of Eggplant software, ensuring continued improvement and ROI in your subsequent years of usage.

With Guided Success, your team will refine best practices, adopt advanced methodologies, and achieve higher levels of automation sophistication, driving efficiency and reducing maintenance overhead.

Advanced technical expertise

Throughout the Guided Success program, you will receive ongoing support from a Keysight Eggplant Certified Technical Customer Success Manager (TCSM). As your dedicated Subject Matter Expert, the TCSM will assist in enhancing and scaling your automation efforts, providing strategic guidance tailored to your evolving needs. Your TCSM will work closely with your QA and testing teams to build on the foundations established during the initial onboarding.

Drawing on extensive experience in QA and automation, our team anticipates and addresses complex challenges, guiding you towards achieving advanced outcomes and continuous improvement.



Our process

Guided Success follows this process to lead you and your team to success:

Status and strategy reviews

- Achieve automation KPI's quicker as defined by the success plan
- Continued monitoring of project risks/issues
- Ensure continued project momentum
- Ensure adherence to best practices
- Review strategic project plans
- Ensure confidence in the tool
- Set up code review sessions to ensure clear and efficient code

Ongoing best practices

- Technical Customer Success Manager leads weekly/biweekly review sessions
- Address technical challenges as they occur
- Review automation framework

Upgrade guidance

- Review new Eggplant releases and walk through installation and upgrades
- Dedicated resource during software upgrades

Continued training

- Train users on new features
- Ensure all adopters are confident with the platform
- Deliver short refresher sessions
- Deep dive into technical topics

Value capture

- Eggplant TCSM maintains an ongoing relationship and support for the duration of the partnership
- Ongoing review of success plan
- Quarterly goals are set and constantly reviewed during regular check-ins
- Regular check-ins/forums to help/address issues/advise with the automation engineers
- Regular leadership team review to validate project success and ongoing development

Here to meet your unique requirements

Description	Details
Guided Success	Cadence: • Term: 12 months • Up to 60 mins per week • SPN: EG4020A-5SL

Guided success details:

- Term 12 months
- Billed upfront after receipt of purchase order
- Commencement of Guided Success Services after acceptance of purchase order
- If required, all travel and living costs are extra
- Any unused hours will be forfeited upon completion of the term and will not carry forward
 - No credits will be issued for any unused hours
 - No accumulation of hours from month to month is permitted
 - Hours from future months cannot be pulled in
- If there is a requirement to go beyond the predefined weekly hours, this time will be subject to the regular rate for a Technical Customer Success Manager (TCSM)
- Service provided by TCSM



Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.

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