

Pendo Meeting Takeaways :

We learned the Pendo analytics and dashboard could cover our needs, constraints and use cases with the following:

- **Will Provide Ability to Track pre and post UI implementation data**
 - Stores data up to 7 years
 - Can get data retroactively and tag and track features, parts of the webpage
- **Will Give us Options - Breadth of [Features](#) + Room to leave feedback**
 - All in 1 platform don't need to bootstrap UX analytic tools for data analytics and surveying- Option to include surveys when users opt out
 - Possibility track clicks, have heat maps of what is used most on the page and follow the user journey
- **Won't Exacerbate API latency/complexity**
 - Asynchronous API calls- Doesn't look like any foreseeable problems with lag on our API
- **Won't Break Anything**
 - UX flow with simple to implement with short HTML, CSS and Javascript scripts
 - The 1 JS script to rule them all model looks easy to hook up with our brittle system without "breaking" anything

Main Goal: we have to move out of research phase, act fast and implement ***a tool for tracking*** with ~6 weeks left to December and our **deadline to release the new UI on Quay.io by EOY**

I am leaning towards Pendo for simplicity to implement, vetting by legal and internal teams and thus the opportunity to negotiate a better deal with RedHat/IBM. It is great we have a recording + evidence of conversation for our records too.

Action Items

- Keith Westphal - will find out approx our MAU - for pricing quote
 - Syed- Please work with Daniel Messer to find out what Adobe Analytics offers as used on operatorhub.io that meets the above needs
- Quiana - will find out more inquire about existing internal team pain points.
 - **Update:** Amplitude was purchased by RH so will be main tool to use alongside Segment but not ready yet
- Review steps below

Recording:

https://pendo.zoom.us/rec/share/EIR1lfnOvhkGv9vPI08MvSfVkc5tO_Oz-dsmKii3lgEJzd5HJPjo9TArePR8Kfy.CG5OEEk2RQg3xOqC

Pendo Quick Start Services

Comprehensive and proven onboarding approach to quickly enable your team

Delivered by onboarding consultants leveraging years of Pendo experience

Deployment within 4-12 weeks for your key application(s)



Approach

- **Best practices** to build and support Pendo
- **Product enablement** on the most common features and capabilities



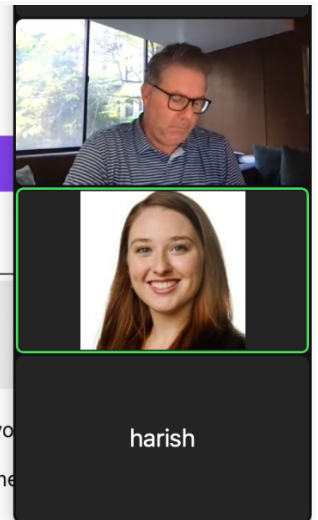
Key Activities

- **Installation support** for each application ensures Pendo is optimized for your needs
- **Insights and Guidance** consultant-led workshops based on your environment targeted outcomes to get up to speed on the value of Pendo
- **Additional sessions** (for plus and premium packages), tailored to your needs

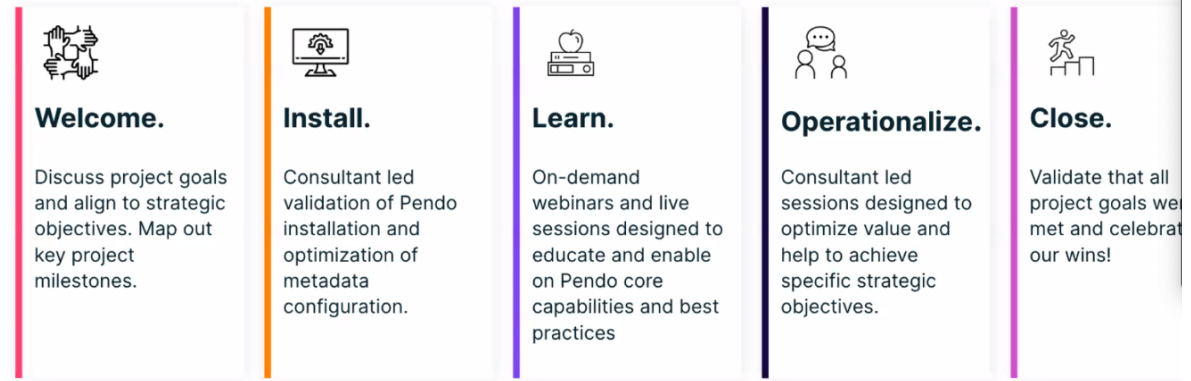


Success Readiness

- **Project review session** highlights value achieved during onboarding
- **Access to on-demand Pendo Academy courses** to continually expand your Pendo knowledge and skills
- **Seamless transition** to Customer Success and product support



Quick Start Project Phases



(For Plus and Premium Packages)

Example Implementation Timeline

For Standard Quick Start Package

