



ONBOARDING KIT

WWW.GRIDHEART.COM

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1. Resources
2. Guides to platforms and tools
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RESOURCES

TECHNICAL SUPPORT

Fast and Efficient Technical Support

We offer you reliable, and fast support to assist with technical questions and issues. Our support team is available to ensure that you get the help you need - when you need it - and to make sure your services run optimally.

Ticket System

We manage, organize, and track your support requests through our ticketing system. By simply sending an email to support@gridheart.com, a ticket is created, and we will handle your request as quickly as possible.

RESOURCES

SALES SUPPORT

Sales Training

We offer training sessions for your sales team to help them become experts on our products and services. Through certifications, they gain the knowledge needed to effectively sell our solutions and understand how to best present them to your customers.

Joint Sales Meetings

Need support in presenting our solutions to your customers? We can assist by participating in joint sales meetings or product demonstrations, providing expertise and in-depth knowledge of technical details and benefits.

RESOURCES

MARKETING SUPPORT

White-Label Materials

We can help you create branded marketing materials (brochures, email templates, etc.) tailored to your added services, which you can use for marketing purposes.

Sales Guides & Case Studies

At Gridheart, we know our services inside and out and continuously gather insights from real use cases. We can help you develop concrete sales arguments that highlight the benefits of your services, making it easier for you to market and sell these solutions to your customers.

Webinars & Events

Need support in organizing events and webinars with your customers? We've got you covered! Our goal is to help you sell more, and we do so by providing training and networking opportunities. This not only makes you more competitive but also strengthens your customer relationships and boosts your sales!

Social Media Content

We want to equip you with the right tools to reach your customers in the best possible way. That's why we offer ready-made templates and post suggestions for your social media channels, helping you effectively communicate your new service and maximize engagement!

GUIDE TO PLATFORM AND TOOLS

Content

- Manage personal admins and permissions
- Brand the platform
- Enable MFA
- Enable self-service
- Manage price lists
- Generate and schedule billing reports
- Navigate the marketplace
- Step-by-step guide for each service

You can find all content via the shortcut to the website.

<https://www.gridheart.com/guides>

CONTRACT INFORMATION AND IMPORTANT DOCUMENTS

Content

- Gridheart Marketplace and Master Resell Agreement
- Gridheart AUP
- Gridheart Support SLA
- Privacy and Data Processing Documents
- Service Specific Terms

You can find all content via the shortcut to the website.

- <https://www.gridheart.com/privacy>

CONTACT DETAILS

Sales related questions

Om ni har frågor kring våra tjänster, eller vill diskutera affärsmöjligheter hänvisar vi er till våra säljspecialister. Vänd er antingen till er närmsta kontaktperson, eller skicka ett mail direkt till vårt säljteam.

sales@gridheart.com

Support tickets

For support inquiries regarding product support, technical assistance, and guidance, please contact our support email. By sending an email, a ticket is created, allowing us to ensure that your request is handled in the correct order and with the best possible assistance.

support@gridheart.com

CONTACT DETAILS

Invoice inquiries

For any questions regarding invoices, payments, or other finance-related matters, please contact our finance department.

accounts@gridheart.com

Marketing support

Are you curious to learn more about our marketing support? We'd love to tell you more! Contact our marketing team via the email below, and we'll be happy to continue the conversation with you.

marketing@gridheart.com