

## What Insights New Customer Platform means for you

Starting in early 2025, Insights New Customer Platform is rolling out. But before that happens, we want to make sure you have everything you need to feel comfortable with this new system.

- The new platform will make managing your Insights workshops simpler, more efficient and quicker
- You can automate tasks like sending invitations, profile reminders and generating detailed team wheels with just a few clicks
- Real-time status reports will keep you up to date on the progress of your workshops, allowing you to focus your time where it's most needed
- Support long term planning with the ability to quickly view data at both team and organisational levels

// Ease of making the profile, ease of making the teams, ease of seeing previous profiles. All in all, it is pretty incredible //

### Did you know?

Insights next generation evaluator is powerful enough to generate accurate and unique personality descriptions for every person on earth.

## An updated evaluator means greater profile accuracy

Insights New Customer Platform not only simplifies the process of generating profiles, but also features an enhanced next generation evaluator that adds greater accuracy and resonance to each profile.

The language of colour energies is more vibrant than ever, fostering connection and collaboration on teams while building life-changing self-awareness for each learner.

## Roll out dates

In some regions, roll out is faster than we'd anticipated, and in others, a bit slower. For this reason, we are not putting dates on the roll out, but we do promise that you will be noticed far in advance as your transition date nears.

We are working closely with every single customer to make sure that moving to the new platform is a positive and empowering experience.

So yes, while it does take more time, it's 100% worth it to make sure that, when it's your turn, you have the support you need.

## I like the old platform; do I have to move?

We understand, we liked the old platform too. But this new one offers even more support, and when you're juggling so much, that extra help really makes a difference.

No more wasting time on small tasks like sending invitations or chasing profile reminders; the new platform handles that for you. Not sure who's completed their evaluator? A quick status report gives you all the info you need.

With a satisfaction rate of 85% already, and growing as more users get on board, it's clear the new platform is a hit.

Within one month of using it, you'll wonder how you ever managed without it.

## Data compliance and privacy

Your data is important to you, and as an ISO 27001 certified company, it's important to Insights.

As the new platform rolls out, Insights is taking the time to meet with data compliance and privacy teams whenever needed.

To learn more about how Insights new platform handles data compliance and privacy, we invite you to download this info sheet or reach out to your dedicated Insights manager for more information.



## Next steps

Our product team is working closely with every customer, no matter how big or small, to ensure a smooth and stress-free changeover to the new system.

A month before it's your turn to switch, you'll receive an email inviting you to a demo, and letting you know next steps.

“ Very user friendly and does a lot of the work for me ”

## The future is colourful

At Insights, our purpose is to create a world where people truly understand themselves and others, and are inspired to make a positive difference in everything they do. This means supporting our L&D partners and practitioners with everything you do, and the new customer platform is a big part of our commitment to you.

Together we are working to make an insightful difference in the world.

Question	Answer
<b>Will all practitioners be transitioning to the new customer platform?</b>	Throughout 2025, all practitioners will begin managing their programmes in the new customer platform.
<b>When is this happening?</b>	By the start of 2026, all practitioners will be using the new customer platform to manage their Insights programmes.
<b>Do I have to use the new customer platform?</b>	<p>Yes, and that's a good thing. This new platform offers you more support, and when you're juggling so much, that extra help makes a difference.</p> <p>No more wasting time on small tasks like sending invitations or chasing profile reminders; the new platform handles that for you. Not sure who's completed their evaluator? A quick status report gives you all the info you need.</p> <p>After one month on the new platform, you'll wonder how you managed without it.</p>

Question	Answer
<b>What will this cost?</b>	<p>The new customer platform is the ultimate value add.</p> <p>Outside of an hour or two to familiarise yourself with the improved features, this upgrade is included in your existing licence.</p>
<b>How will I know when it's my turn to switch to the new platform?</b>	<p>Our product team is working closely with every customer to facilitate the transition.</p> <p>A month before it's your turn to switch:</p> <ul style="list-style-type: none"><li>• You'll receive an email inviting you to a demo</li><li>• We'll work with you to give your organisation the support needed to ensure a smooth transition</li></ul>
<b>Will you provide training?</b>	<p>Absolutely.</p> <p>We have video tutorials, info guides and how-to webinars all set up to get you started.</p> <p>Plus, we're here to support you, shoulder to shoulder, until you feel ready to take advantage of all the improvements this new platform offers.</p>
<b>Can I talk to someone about this?</b>	<p>Of course! Feel free to reach out to your dedicated Insights account manager, they're standing by to help.</p>