

A group of five diverse professionals (three men and two women) are gathered around a wooden table in a modern office. They are all smiling and looking towards the camera. A laptop is open on the table, and there are some papers and glasses of water. The background shows a bright office environment with large windows.

# CYCLE SUCCESS PLAN

**Maximize Your ROI.  
Minimize Your Risk.  
Accelerate Your Path to Value.**

Your Partner in Continuous Testing Confidence

# INTRODUCTION

Modern supply chains demand speed, accuracy, and resilience. Test automation is the key — and the Cycle Success Plan ensures you unlock its full value.

With a predictable investment aligned to your subscription value, you gain:

- Proactive partnership to guide you every step of the way.
- Expert guidance tailored to your business goals.
- Technical assurance that keeps your platform healthy and future-ready.

## THE CYCLE SUCCESS PLAN

is built around four key components:

01

### EXPERTISE

A team of advocates, advisors, and specialists who align with your goals.

02

### ENABLEMENT

Training, coaching, and reviews that empower your team to succeed.

03

### TECHNICAL HEALTH

Environment reviews and architectural guidance to keep systems strong.

04

### ENTERPRISE SUPPORT

Around-the-clock coverage and rapid response for mission-critical needs.

Together, these components give you confidence that your test automation strategy will deliver continuous business outcomes — today and in the future.

# EXPERTISE

## Expertise That Guides Your Success

We don't just provide software. We provide people who know how to make it work for you.

- **Customer Success Manager**

Your advocate inside Cycle Labs, focused on your business outcomes.

- **Account Manager**

Aligns your business priorities with Cycle's capabilities to keep you on track.

- **Customer Product Manager**

Bridges Cycle roadmap priorities with customer needs.

- **Success Path & Reviews**

A clear, measurable roadmap with regular checkpoints to assess progress.

- **Best Practices & Guidance**

Proven strategies from our experts to optimize your testing approach.

- **Monthly Check-Ins**

Frequent touchpoints to address challenges early and keep momentum strong.

- **Quarterly Business Reviews**

Strategic sessions to evaluate results, refine direction, and plan ahead.

”

“With six WMS instances and over 120 clients, manual testing was becoming a bottleneck. Cycle Labs is helping us automate 60% of our test cases, allowing us to scale efficiently without compromising quality.”

**Alex DeGrossi**

Applications & Project Manager

Atlanta Bonded Warehouse





# ENABLEMENT

## Enablement That Empowers Your Team

The best tools are only as powerful as the people using them. That's why we focus on building your team's expertise.

- **Installation & Setup Support**

Quick, expert-led onboarding that gets you running with confidence.

- **Expert Coaching Sessions**

Hands-on coaching to help your team adopt best practices and solve challenges.

- **Code Reviews**

Professional feedback to ensure your scripts are clean, efficient, and effective.

- **Instructor-Led Training**

Structured training to strengthen your team's skills and maximize value.

**Build confidence and skills to get the most out of Cycle.**



My favorite part of Cycle is load testing and we're able to emulate a hundred users or more with just two or three people and that is huge ... before you actually go live.

**Casey Basford** - Lead Software Engineer, Polaris Industries

# TECHNICAL HEALTH

## Technical Health That Fuels Performance

Strong systems build strong results. We help you maintain a healthy, future-ready testing environment.

- **Annual Cycle Project Review**

A complete checkup of your Cycle setup for stability, scalability, and performance.

- **Test Architecture Consultations**

Access to experts who evaluate your testing architecture, recommend optimizations, and provide services work when needed to support unique projects or evolving requirements.

**Keep your testing environment strong, scalable, and future-ready.**



Cycle® allows us to quickly ramp up and down specific areas of our operations, which exposes stress points we can quickly correct.”

**Scott Pelance**

Global VP – Head of IT Center of Excellence  
CEVA Logistics



# ENTERPRISE SUPPORT

## Enterprise Support That Never Sleeps

When your business runs nonstop, your support should too. Cycle's enterprise support gives you peace of mind.

- **24/7 Priority Coverage**

Around-the-clock access to experts whenever issues arise.

- **Developer Support**

Support from Cycle engineers who understand your environment.

- **Critical Response Time**

Immediate escalation for high-severity issues.

- **Advanced Troubleshooting**

Deep technical assistance for complex challenges that demand precision.

**24/7 protection and advanced troubleshooting when it matters most.**



Great company, great people,  
great product!

**Brett Peterson**

Director of IT

Kenco



# VALUE AT A GLANCE

The Cycle Success Plan is more than support —it's a roadmap to lasting value. Built on four essential components, it ensures your test automation strategy delivers continuous outcomes:

## Expertise

Dedicated experts who guide, advise, and align with your business goals.



## Enablement

Coaching, training, and reviews that empower your team to excel.



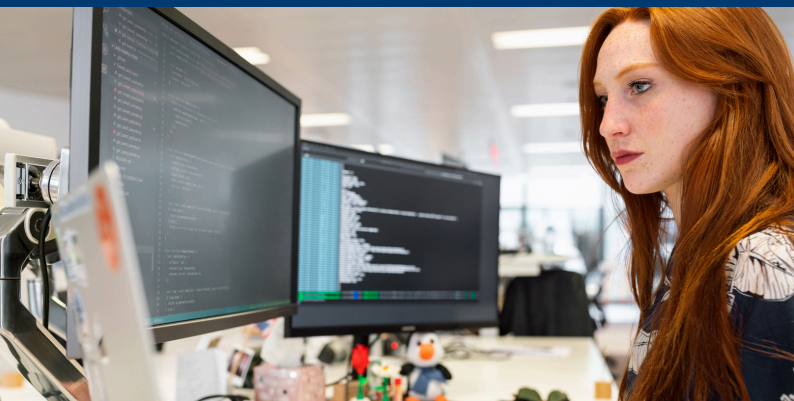
## Technical Health

Regular reviews and architectural guidance to keep your environment healthy and scalable.



## Enterprise Support

24/7 coverage and rapid response for mission-critical operations.



With a single, predictable investment aligned to your subscription, you gain the confidence, assurance, and partnership needed to unlock the full potential of Cycle.

**Cycle Success Plan — Your Partner in Continuous Testing Confidence**




# ACCELERATE YOUR TESTING SUCCESS

You've seen how **The Cycle Success Plan** brings together the expertise, enablement, technical health, and enterprise support your team needs to thrive. **Now it's time to put that confidence into action.**

With the Cycle Success Plan, you're not just investing in support — you're securing a strategic partnership designed to accelerate innovation, reduce risk, and deliver continuous business outcomes.

Partner with Cycle Labs today to unlock the full value of test automation.

## CONTACT US TODAY!

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