



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.

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“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.

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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:

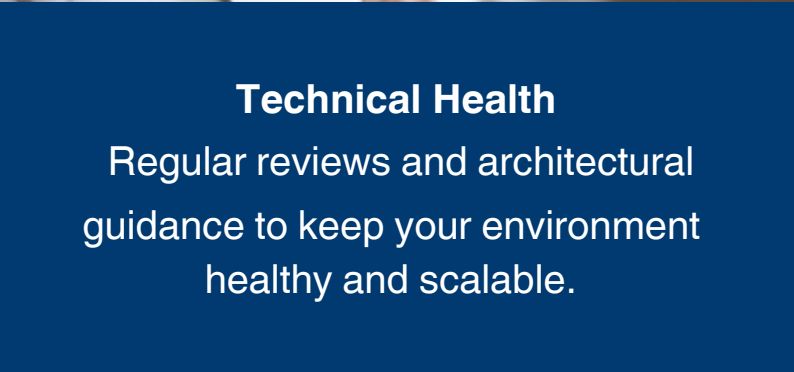
Expertise

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



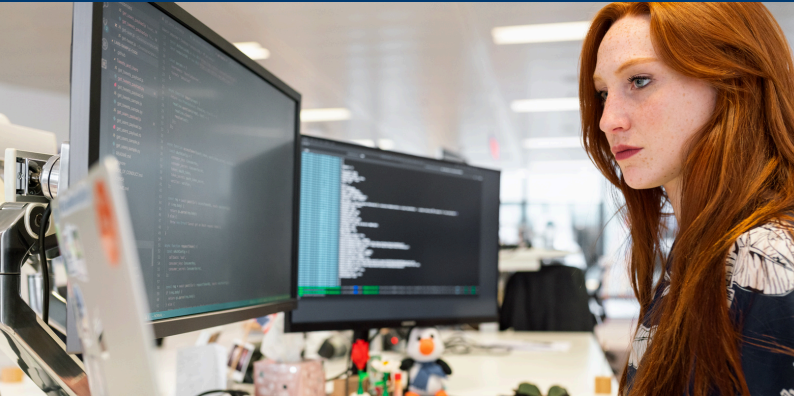
Enablement

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!

 1-866-366-1402

 info@cyclelabs.io

 cyclelabs.io

