



# Need more help with Keap?

Whether you want more advanced technical support, someone you can bounce ideas off of, or a team to do the implementation work for you, we've got you covered.

“These guys were a great help. They really spent the time with me to find out what I needed and offered assistance based on my needs. Thanks, guys!”

Melissa Poellinger

Our Success Services are designed to help you where you're struggling the most so you can achieve your goals in Keap faster and get back to doing what you do best. Choose the level of service that fits your needs:

See the <a href="#">FAQ</a> for explanations of these benefits	Silver (\$99/month)	Gold (\$499/month) <i>Annual agreement required</i>	Platinum (starts at \$997/month)
Growth Strategy Manager	✓	✓	All Gold services + Monthly done-for-you implementation via <a href="#">The Factory</a>
1:1 Coaching Call	Quarterly	Monthly	
Premium Support	✓	✓	
Weekly Elevate Group Coaching Calls	✓	✓	
1 Standard A La Carte Service per Month*		✓	
Keap Mastermind Group		✓	
Keap Academy Automation Lab		✓ (2 tickets to all events)	
Let's Grow Summit by Keap		✓ (2 tickets to one event)	

\*A la carte services must be used monthly. They can't be banked for later use.

To sign up for the Silver or Gold level, please contact your Customer Success Manager or call +1 866-800-0004.

To get started with The Factory (our Platinum done-for-you service) or to schedule a consult to determine if The Factory is a good fit, [visit this page](#).



# A la carte services

Sometimes, you just need a little help. Silver members can purchase these as one-time services at any time. Gold members get one Standard A La Carte service per month. If you need more than one of these services monthly, it might be a better value to sign up for our Platinum service. Talk with your Customer Success Manager if you need any of these services, or aren't quite sure what you need.

<b>Standard A La Carte Services</b> Gold members receive one per month. Also sold separately.	
Lead Magnet Download Done-For-You Play Blueprint – \$499	Sales Offer Broadcast Done-For-You Play Blueprint – \$499
Schedule a Free Consult Done-For-You Play Blueprint – \$499	Re-engagement Offer Done-For-You Play Blueprint – \$499
Contact Us Done-For-You Play Blueprint – \$499	Sales Pipeline Done-For-You Play Blueprint – \$499
5 hours of Keap migration – \$499	5 campaign transfers – \$125
Data export – \$400	Quarterly email list cleaning – \$499
Data restore – \$150	Data unmerge/restore – \$250

<b>Premium A La Carte Services</b> Sold separately. Not included with any subscription service.	
Data transfer – \$499-\$999	Keap migration – \$99/hr
Data import – \$999+ or \$99/hr	Data export – \$400+ or \$99/hr
Dedicated email sending – \$999/mo	Campaign transfers – \$25 each
Custom Done-For-You Play Blueprint – Custom Pricing	Email list rehabilitation – \$1,200-\$8,000 (based on marketable contacts)

If you need something not listed above, contact your Customer Success Manager. We can create custom solutions tailored to your needs. For services beyond what we offer, [visit the Keap Marketplace](#), where you can find Keap Certified Partners who provide a wide variety of specialized services.



# Questions? We have answers.

## What's a Growth Strategy Manager?

Your Growth Strategy Manager can work with you one-on-one during regularly scheduled calls to help you identify areas of opportunity, develop your Lifecycle Automation strategy, and ensure you're achieving the goals you have with Keap.

## What is Premium Support?

Premium Support gives you priority assistance from a dedicated team of skilled technicians. Your hold times will be shorter and the time to resolution will be faster because you'll have access to Keap's most tenured support reps to help you resolve your challenges quickly and efficiently.

## What are Elevate Group Coaching Calls?

Each month we choose a business growth topic to focus on (e.g., lead generation, sales conversion, etc). During that month, weekly Elevate Group Coaching Calls will walk you step-by-step through the process of designing, building, and launching an automation to help you achieve that goal.

## What is a Keap Mastermind Group?

Keap Mastermind Groups are groups of up to 10 business owners who meet each month. These meetings are facilitated by a Keap Growth Strategy Manager who helps the group brainstorm, discover new ideas, and stay accountable to the actions you need to take to move your business forward. Mastermind Groups can be a powerful way to commit to accelerating your growth.

## What are Keap Academy Automation Lab events?

Each quarter, our Keap Academy team holds a two-day, in-person Keap training event. These events are held all around the world to ensure Keap customers can get expert training regardless of where they live. When you attend an Automation Lab event, you'll leave confident in your ability to leverage Keap to achieve your goals.

## What is The Factory?

If you don't have the time or desire to learn how to implement Keap and would rather have Keap experts set up your campaigns and automations for you, The Factory is for you. It's a proven, cost-effective way to quickly delegate Keap implementation on an ongoing basis. Our Factory team will have regular calls with you to understand your company's needs and ensure they build to your specifications. [Visit this page for more details.](#)

## What if I need help with something that is not listed on the menu?

If you need something not listed or need specialized help, visit the [Keap Marketplace](#) to find Keap Certified Partners who provide a wide variety of services.