



Coveo Delivery Assurance



Start Smart. Launch Confidently.

Delivery Assurance is your implementation safety net — engineered by Coveo experts to ensure your solution goes live the right way, the first time. At no additional cost.

For every new subscription, Delivery Assurance connects you with Coveo's Expert Services team to guide your deployment from kickoff to go-live. Whether your implementation is self-led, partner-driven, or a hybrid approach, we provide the oversight, reviews, and guidance to help your chosen delivery team move faster, avoid pitfalls, and achieve real results from day one.

Included Services

- ▶ **Technical Kickoff Workshop**
Introduce the team members, prepare the project and align on next steps.
- ▶ **Up to 10 Technical Cadence Workshops**
One-hour sessions with Coveo experts to review work in progress, provide guidance, share best practices, flag risks, and answer questions.
- ▶ **Pre-Go-Live Implementation Review**
A comprehensive technical check-in to identify potential deployment issues before launch, ensure configuration integrity and prepare the deployment.

Confidence Built Into Every Phase



Plan

Review business objectives, scope of work, responsibilities, project plan, and communication plan.



Design

Review the source systems, security, user interfaces, data, and overall solution design before starting the development.



Build

Review data indexing, configurations, analytics, permissions and general tasks to implement the solution.



Test

Run a full implementation review to catch, prioritize and solve any remaining defects before testing the solution end-to-end.



Deploy

Support your team through the final steps to ensure a smooth, successful go-live with your Coveo solution.

What Makes Coveo Delivery Assurance Different?

Delivery Assurance isn't a new idea — it's a proven model we've delivered hundreds of times in the past few years. The results speak for themselves:

Fewer delays, fewer surprises:

Last-minute issues and costly overruns have virtually disappeared

Stronger customer outcomes:

Ensure your team can fully leverage Coveo's capabilities so you can get even more value.

Greater efficiency at scale:

Teams are more productive, and we can focus where we deliver the most impact.

Here's How We Make it Happen

Embedded Expertise, No Added Cost

Access the insight and experience of Coveo experts — built into your subscription.

Support for Every Deployment Model

Whether your implementation is self-led, partner-delivered, or hybrid, we provide consistent oversight and alignment.

Structured Oversight from Start to Finish

We guide your implementation through defined milestones, templates, and best practices — reducing ambiguity and risk.

Proactive, Real-Time Quality Checks

We identify issues early, assess work in-flight, and coach teams to stay on track — so you don't have to fix things later.

Accelerated Time-to-Value

Avoid delays and rework with hands-on support that keeps momentum high and deployment timelines tight.

Integrated with A "Success Ecosystem"

Our team collaborates with Sales, Customer Success, Partners, Enablement, and Product to deliver cohesive, coordinated support.

Empowerment Through Practical Guidance

We help technical delivery teams and business stakeholders make confident decisions with contextual, just-in-time advice.

Ready to Go Live with Confidence?

Delivery Assurance is automatically included for every new subscription. No forms. No fees. Just frictionless deployment support, from day one.

[Get started now →](#)

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Contact us



coveo.com

