ONESTREAM HEALTH CHECK: 7 QUESTIONS TO ASK ABOUT YOUR CURRENT SUPPORT

1. Are you paying for support hours you don't fully use each month—just to maintain a retainer?
2. When issues arise, does it take too long to get the functional or technical help you need?
3. Does your team struggle with complex troubleshooting, causing small issues to escalate?
4. Is your team only using OneStream for basic reporting, rather than advanced capabilities like analytics or strategic planning?
5. Do you feel locked into your current provider, even if the service no longer fits your needs?
6. Has a lack of specific expertise ever delayed a needed enhancement or update?
7. Would on-demand guidance help your team, without the cost of another hire or large consulting project?

If you said "yes" to even a few of these, it might be time to rethink your OneStream support model. A more flexible, expert-led approach can reduce costs, improve platform performance, and free your team to focus on what matters most.

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