

SPARE CUSTOMER WORKSHOP · MAY 2026

Training through **change.**

A new way to roll out Spare features, and what we'll need from you.

WHERE WE'RE HEADING

Spare is becoming a platform that **advises you.
Not a tool you wait on us to implement.**

Over time, the platform should tell you what to enable, why, how to test it, and how to know it's working — with the materials to train your team built in.

WHY WE'RE CHANGING THE MODEL

The old model doesn't scale. For us, or for you.

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- 01 You waited on PSM calendars to roll anything out.
 - 02 The pace of new features outran the pace of training.
 - 03 Knowledge lived with one or two "Spare experts" per agency.
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THREE THINGS THAT CHANGE FOR YOU

Where this is heading.

01

Access on day one.

Read, test, enable the day we release.
No PSM calendar in the way.

02

Self-serve tooling.

One place to see everything Spare
can do — what you have, what's
enabled, what isn't.

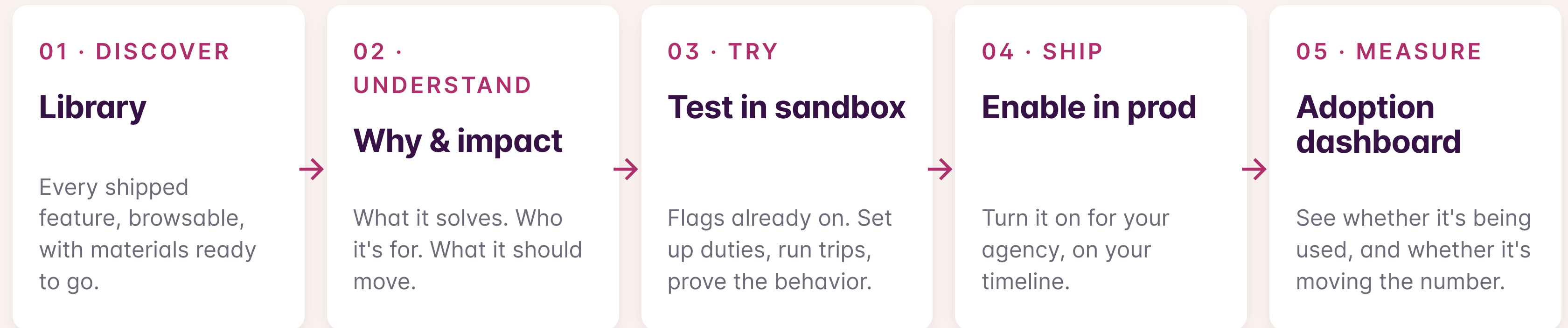
03

The platform as advisor.

As the platform matures,
recommendations based on patterns
in your operation.

HOW A RELEASE REACHES YOU

From shipped, to enabled, to working.



And in time, the platform **flags features it thinks would help you**, based on patterns in your data.

WHAT DOESN'T CHANGE

The platform tells you **what to enable** and why.

It can't decide who needs to learn what, when, and how.
That's still your call, and your operating model.

PART ONE · DEMO

Dropoff ASAP. Live in the product.

15 minutes. We'll walk it the way every feature works from here on.

THE ENABLEMENT FORMAT

Every feature is explained the same six ways.

- 01 Why we built it.**
Problem, audience, expected impact.
- 02 How it should be used.**
The real-world scenario it's for.
- 03 Testing in your test org.**
Step-by-step: screens, duties, requests, trips.
- 04 How to train your users.**
SOP template, test-org walkthrough.
- 05 How to turn it on in production.**
Self-serve toggle, where available.
- 06 How to monitor usage and impact.**
Activity logs, adoption dashboards.

For the June 15 spring release: production enablement is still a support ticket, not a self-serve toggle. Plan on the ticket for this round.

PART TWO · OUR ASK

What we need from you.

Five questions every agency should be able to answer.

FIVE QUESTIONS EVERY AGENCY SHOULD BE ABLE TO ANSWER

Cadence

How often do you review what's new from Spare?

Prioritization

How do you decide what to roll out?

Test setup

Who runs the feature in your test org first?

Training

How do people actually learn it?

Onboarding

How do you keep new-hire docs current?

PART THREE · WORKSHOP

Now: *your* turn.

Pick up the worksheet at your table.

YOUR EXERCISE

Roll out **Drag & Drop Rematch. In your agency. In the next 90 days.**

- **18 minutes** at your table, then 7 minutes of share-outs.
- Be specific. A **real owner's name** beats a role.
- Each table shares **one headline** at the end.

WHAT TO DO ON MONDAY

Three things, before this fades.

01

Finish the worksheet.

Fill in the gaps for Drag & Drop
Rematch with the people who
weren't in the room.

02

**Do it again, with one more
feature.**

Pick one off your library this
quarter. Same exercise. That's the
operating model.

03

**Bring your PSM in for the hard
parts.**

They're shifting to coaching, not
delivery. Use them on cadence,
prioritization, training.

WHERE THIS GOES NEXT

**We're building
toward this.**

**You're shaping what gets
built.**

Your worksheets, the gaps you found, what your PSM hears in the next 90 days — that's what the next version of this is made of.