

CONSULTING & COMMUNITY SERVICES

Expert hands on ComradeCircle

ComradeCircle is a community platform you can run yourself, but you do not have to do it alone. We help you adopt and get more from ComradeCircle, and we deliver done-for-you community outcomes powered by it: community builds, integration setup, migrations, engagement and moderation, governance, and enablement.

GROUNDED IN THE PRODUCT

RBAC & AUDIT THROUGHOUT

BUILT TO CONNECT



01 What we do

ComradeCircle is a unified social, communication and engagement platform: communities, channels, conversations, events and engagement in one connected circle. The services cover the whole community lifecycle.

Every service is grounded in a real product capability. Engage one, or combine several into a program. The same loop applies whether it is a one-week community stand-up or a multi-quarter multi-circle program: scoped, reviewable and audited at every step.



TRACK 01

Improve your ComradeCircle

Consulting, implementation, migration, security and training so your team gets the full value of the platform, faster, and with governance from day one.

Community Strategy & Consulting · Migration & Onboarding from Existing Tools · Engagement & Moderation Enablement · Community Intelligence & AI Enablement · Trust, Safety, RBAC & Governance · Training & Team Enablement

TRACK 02

Powered by ComradeCircle

Done-for-you outcomes we deliver using the product (community builds, integration setup and managed community operations) so you can focus on your members.

Implementation & Community Build · Integrations & Extensibility · Managed Community Operations

02 · TRACK ONE

Improve your ComradeCircle

Consulting, implementation, migration, security and training so your team gets the full value of the platform, faster, and with governance from day one.

GROUNDED IN THE PRODUCT

Every service maps to a real capability

Comprehensive services across the ComradeCircle community lifecycle, every one grounded in a real product capability. Engage one, or combine several into a program.

- 2.1 **Community Strategy & Consulting**
- 2.2 **Migration & Onboarding from Existing Tools**
- 2.3 **Engagement & Moderation Enablement**
- 2.4 **Community Intelligence & AI Enablement**
- 2.5 **Trust, Safety, RBAC & Governance**
- 2.6 **Training & Team Enablement**

02 Improve: design it, move in, bring it to life

2.1 · STRATEGY

Community Strategy & Consulting

We help you design the right community on ComradeCircle (circle structure, channel taxonomy, roles and engagement model) so a single community or a multi-circle program is set up to thrive from day one.

- Discovery of your current channels, groups and member touchpoints
- Circle, channel and category taxonomy designed for your audience
- Membership, role and join-rule model grounded in the platform
- Engagement and moderation strategy mapped to your goals
- Workspace, RBAC and multi-tenancy design for many circles

2.2 · MIGRATION

Migration & Onboarding from Existing Tools

Moving off a tangle of group chats, a forum, a mailing list and an events tool that none of them talk to? We migrate your members, channels and history into ComradeCircle with minimal disruption.

- Inventory of current chat, forum, list and events systems
- Member, channel and content migration with mapping and validation
- Historical message and membership import where feasible
- Parallel-run validation and a reversible cutover plan
- Team handover with runbooks for the new community model

2.3 · ENGAGEMENT

Engagement & Moderation Enablement

We turn a quiet space into an active one (polls, reactions, events cadence and a healthy moderation practice), all configured to how your community actually behaves.

- Engagement program design: polls, typed reactions and threaded comments
- Events and announcement cadence tuned to your members
- Moderation queue, auto-rules and escalation workflow setup
- Member-lifecycle flows for welcome, activation and re-engagement
- Audit-trail and safety configuration so trust scales with the circle

02 Improve: measure it, govern it, make it stick

2.4 · INTELLIGENCE

Community Intelligence & AI Enablement

We help you put community data to work (engagement trends, churn signals, smart routing of questions and assistive moderation) as a governed roadmap, so decisions move from gut-feel to data-backed without overstating what exists today.

- Analytics setup for active members, growth and engagement health
- Churn and at-risk-member signal design from real activity
- Assistive moderation and smart-routing enablement as it ships
- Content and topic insight for organizers and community leads
- Honest current-vs-roadmap framing so expectations stay accurate

2.5 · GOVERNANCE

Trust, Safety, RBAC & Governance

We configure ComradeCircle to meet your compliance bar (least-privilege roles across member, moderator, organizer and admin, audited actions and safe-by-default moderation), inherited from the Burdenoff platform rather than re-invented.

- Workspace RBAC role design and least-privilege access reviews
- Multi-role identity setup with every action scoped and attributable
- Moderation policy, auto-rules and safety-baseline design
- Audit-log review, retention configuration and evidence workflows
- Data-protection and subprocessor alignment for your jurisdiction

2.6 · ENABLEMENT

Training & Team Enablement

We get your organizers, moderators and engineers genuinely productive, not just logged in. Role-based sessions and golden-path playbooks so a new moderator runs the queue, and a new developer drives the API, in hours.

- Hands-on workshops for organizers, moderators and platform teams
- Golden-path playbooks for onboarding, events and moderation
- API, CLI, MCP and SDK enablement for engineering teams
- Admin and oversight training for multi-circle operators
- Onboarding checklists and curated learning paths

03 · TRACK TWO

Powered by ComradeCircle

Done-for-you outcomes we deliver using the product (community builds, integration setup and managed community operations) so you can focus on your members.

WE SET IT UP WITH YOU

Circles, integrations and onboarding flows

Our team works alongside yours: circles, channels, events and engagement surfaces configured for your audience, connected to your identity provider and tools through the built-in integrations and API, and validated in a sandbox before a single member arrives.

3.1 Implementation & Community Build

3.2 Integrations & Extensibility

3.3 Managed Community Operations

OR HAND US THE QUEUE

When you would rather focus on your members, we run the community for you: engagement- and safety-health monitoring across every circle, day-to-day moderation, triage and escalation, and RBAC-scoped, fully audited operations, never shared secrets.



03 Powered by ComradeCircle

3.1 · BUILD

Implementation & Community Build

Our team sets up your ComradeCircle community end to end (circles, channels, events, profiles and the first onboarding flow) so you launch with a living space, not an empty shell.

- Circle and channel setup with categories, guidelines and join rules
- Events, announcements and engagement surfaces configured for launch
- Member onboarding, welcome flows and role assignment
- Circle names, avatars, taglines and profile setup across the community
- Sandbox-validated launch so the first member experience is right

3.2 · INTEGRATIONS

Integrations & Extensibility

ComradeCircle is built to connect. We configure its built-in integrations and connect the rest of your stack (identity/SSO, CRM, calendars, ticketing, notifications and analytics) through the API, so community data flows instead of being re-keyed.

- SSO and identity-provider setup for governed access
- CRM, calendar and ticketing connections for the member lifecycle
- Webhooks and event-driven connections to downstream systems
- Bots, slash-commands and no-code automations for routine work
- Your own portals and apps connected through the documented API

3.3 · OPERATIONS

Managed Community Operations

Prefer to focus on your members? We run your ComradeCircle community for you: monitoring engagement health, moderating, keeping channels and events fresh, and acting on what the data shows.

- Engagement- and safety-health monitoring across every circle
- Day-to-day moderation, triage and escalation handling
- Channel, event and announcement upkeep and scheduling
- Scheduled maintenance, backups and incident response
- Usage, growth and engagement reporting back to your team

04 How we engage

A clear path from intent to impact. The same loop whether it is a one-week community stand-up or a multi-quarter multi-circle program: scoped, reviewable and audited at every step.

01

Discover

We map your channels, members, events and goals, and agree on what "done" looks like before any work starts.

02

Plan

A scoped, reviewable plan: circle and channel model, roles, integrations, RBAC and rollout sequence, with checkpoints where it matters.

03

Build

We set up circles, import members, configure events and engagement, and validate everything in a sandbox, shipping in increments you can see.

04

Operate

We hand over with docs and enablement, or stay on to run the community: monitored, moderated and reporting from the first day.

ENGAGEMENT MODEL

Engage one service, or combine several into a program.

PRICING

Contact us. Tell us about your community and goals and we will scope the right mix.

05 We leave your team able to run it without us

Every engagement ships documentation, golden-path playbooks and hands-on enablement. Whether you keep us on to run the community or take the keys yourself, your organizers, moderators and engineers understand the platform, not just the dashboard.

- **Role-based workshops for organizers, moderators and engineering teams**
- **API, CLI, MCP and SDK enablement so teams automate and connect it themselves**
- **Onboarding checklists and curated learning paths**

SUPPORT & SLAS

From standard support to priority response with defined SLAs, we keep your community running: incident response, upgrade guidance, and a named point of contact for enterprise engagements. Tiers are scoped to your plan and operational needs.

HOW TO START

Let's scope what you need

Tell us about your community, members and goals. We will recommend the right mix of consulting, implementation, operations and enablement, and a plan to get there.

TALK TO OUR TEAM

comradecircle.com/contact

EXPLORE THE PRODUCT FIRST

comradecircle.com/features

GET STARTED

Let's scope what you need.

Tell us about your community, members and goals. We will recommend the right mix of consulting, implementation, operations and enablement, and a plan to get there.

TALK TO OUR TEAM

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SERVICES

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