



CUSTOMER SUCCESS as-a-Service

MANAGE YOUR ENTIRE CUSTOMER LIFECYCLE

In today's digital economy, superior customer experiences should be a strategic differentiator for your firm and translate into long-term revenue growth and customer loyalty. However, most technology vendors and their VAR/SI partners are very early in their CX evolution. To provide even the most basic customer success services requires investments in people, process and tools. But the time to take action is now as customers accelerate their evolution toward XaaS consumption models and customer buying centers shift toward line of business seeking tangible return on investment.

Introducing nVision Customer Success as-a-Service

CSaaS provides IT vendors and their VAR/SI business partners the ability to extend their customer lifecycle management capabilities day one and evolve their capabilities over time. Extend your services and lock out the competition - all for a predictable, fixed-fee service with defined deliverables that allows you to pay as you grow.



SERVICE ELEMENT	SILVER	GOLD
Virtual pre-sales engagement	✓	✓
Business requirements identification and documentation	---	✓
Customer success kickoff meeting	✓	✓
Customer success program management	✓	✓
Business requirements validation	✓	✓
Identify target use cases and user personas	✓	✓
Current state performance baseline/KPI quantification	✓	✓
Operational readiness baseline	---	✓
Business process improvement recommendations	---	✓
Business process improvement execution consulting	---	✓
Weekly project communications and status calls	✓	✓
Business outcomes/process test plan development	✓	✓
Business outcomes validation	✓	✓
Quarterly business reviews	---	✓
Incremental user persona/use case focus per quarters	---	✓
Customer success dashboard	✓	✓

From vision to execution, nVision can help you achieve your business objectives, capture key market transitions and develop sustainable strategic and competitive advantages.