



Program Overview

The Customer Success Management Program is designed to provide an additional resource (Customer Success Manager) to assist AssetWorks and the Account Management Team in supporting our strategic customers. We want to ensure the best possible customer experience by adding a role to partner with our customers for the definition and overall governance of their success.

Why a Customer Success Manager?

The CSM helps coordinate activity across AssetWorks, acts as a trusted advisor, and reduces complexity in doing business with us. The CSM identifies growth opportunities within the partnership, understands customer related needs and challenges, provides issue tracking, and coordinates execution to meet those needs internally, while keeping the customer advised of progress. The CSM will engage with the customer on a regular basis, conduct business reviews, help identify customer needs and facilitate value added activities to keep the customer informed. The CSM is focused on ensuring the customer's needs are clearly understood and met while maximizing ROI in AssetWorks solutions. This is provided at no cost to the customers selected to participate in the program.

Understanding your needs at all levels:

- **At the Strategic level** – understand your needs currently and your strategic direction for the future
- **At the System Administration level** – help meet your requirements in supporting your software users
- **At the User level** – ensuring the solution is providing value to you and your users

Benefits



Strategic Support

A CSM acts as a customer advocate to ensure your voice is heard and to help build a lasting and trusting relationship.



Process Visibility

As a CSM program member, you will be provided enhanced issue tracking and summary updates, assistance with facilitating escalations and valuable business opportunities to help your organization thrive.



Ongoing Monitoring

The CSM program provides multiple communication touchpoints throughout the year, including strategic meetings and business performance reviews.



No Hidden Costs

Your relationship with AssetWorks is important! The CSM program is an added benefit to you so that AssetWorks can ensure you are getting the most out of your system.

For more information, contact your AssetWorks Sales Representative or visit us online at assetworks.com.

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