

Increase Retention and Revenue by Ensuring Your Customer Relationships Succeed

Prioritize and grow with your customers

Through proactive features that improve your existing customer relationships, Success is the first solution to fully realize the revenue potential of customer success. It allows your team to easily monitor, automate, and streamline your customer lifecycle, creating more upsell opportunities, reducing the risk of churn, and ensuring that as your customer relationships grow, your profits do too.



Revenue Growth

Maintain and strengthen your current relationships

- ▶ Track subscription revenue trends to identify upsell opportunities
- ▶ Set alerts for renewals and take proactive steps to maximize retention and grow ARR
- ▶ Automatically identify customers in distress and mitigate risk of churn



Customer Insights

Unify your customer data to identify risks and opportunities

- ▶ Aggregate multiple data sources into a Customer Health Profile that will provide a 360° view of customer status, satisfaction, and product usage



Lifecycle Efficiency

Set goals and achieve them

- ▶ Lead customers through critical lifecycle phases
- ▶ Plan stages and activities around business outcomes
- ▶ Automation of repeatable activities and alerts let your team do more with less, allowing managers to handle more accounts without compromising personal service



CSM Performance

Empower your team and support your customers

- ▶ Centralized interface for reporting and communication that allows your customer success managers to stay on top of their entire portfolio
- ▶ Ensure your customers are best utilizing your capabilities through full visibility into customer success team productivity and product adoption data



Data-Driven Decisions

All the info you need to make the right call

- ▶ Track your metrics for success through the utilization of customer KPI dashboards and detailed reporting features

“ TeamSuccess has changed how we approach our customer relationships. We’re now making revenue through channels we never considered as bottom line contributors.

Ready to nip churn risk in the bud? Let’s chat today!

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 **TeamSupport**

