

Customer success isn't just good for customers, it's good for your bottom line.

With increasing revenue as its primary focus, TeamSuccess boldly repositions the role of B2B customer support software in the industry. Through proactive features that improve your existing customer relationships, it's the first solution to fully realize the revenue potential of customer success. TeamSuccess 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.

A centralized interface for reporting and communication will allow 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.

Get proactive alerts about churn, upcoming renewals, or expansion opportunities.

Create and track success journey milestones (onboarding, adoption, success planning).

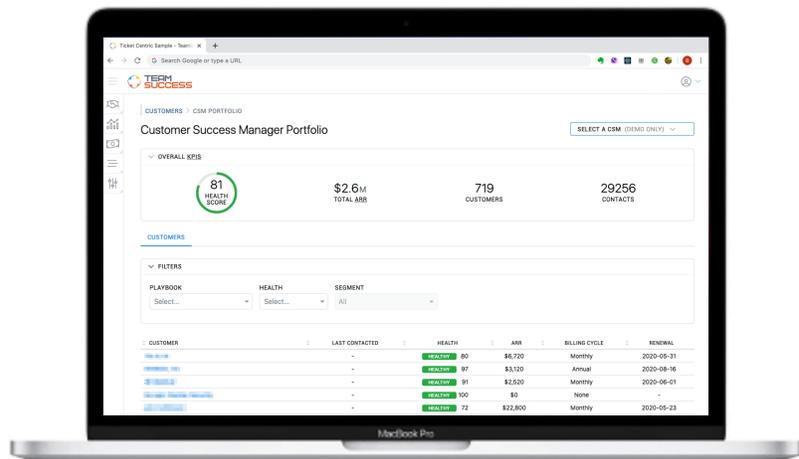
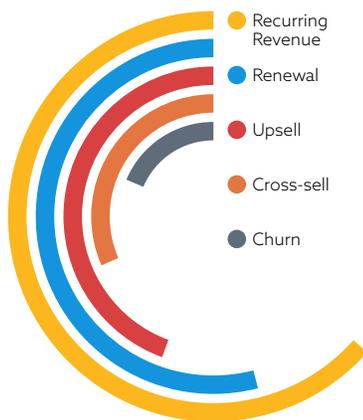
Monitor customer health and adjust delivery practices to maximize impact of success activities and strengthen relationships.

Drive strategic initiatives to maximize product adoption and advocacy.



Customer Success Redefined.

The cost of acquiring new customers is much greater than what it costs to retain existing ones. A 5% decrease in monthly churn can result in 50% more revenue over a five year period. The best way to protect and expand your core business is to ensure your customers are succeeding with your product. With TeamSuccess, this has never been easier. Your customer success managers can actively monitor your customers and make sure they are continuously receiving their expected value.



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 take your customer relationships to the next level?

Start with TeamSuccess today by calling 800.596.2820 ext. 1 or email Sales@TeamSuccess.com