Customer Success:
Enabling You to Exceed Your Goals

Our philosophy

Proactively guide you through the Flexera customer journey

Establish a strategic partnership based on trust, credibility and results

Consult throughout onboarding, implementation, testing and launch at scale

Translate business goals into real change ROI

Define success plans and key milestones to achieve goals

Flexera's customer success management practice is charged with creating long-term relationships with happy customers who are realizing business value through our products and services.

Our mission is to make you wildly successful in optimizing the value of your technology. Our insights, experience and solutions ultimately help you reach and exceed your defined business goals—and other objectives you never dreamed possible.

"We have regular discussions with our Flexera Customer Success Manager, Jordan, who is with us step by step on everything. If we need someone to explain what's going on or what our next steps should be, our CSM is there with us."

ITAM Manager
Insurance Company

Engagement model

Early alignment
- Establish ROI pre-sales
- Scope of work alignment with sales, services and partner teams

Onboarding
- Coordinate activities with internal and external stakeholders
- Further define ROI
- Decrease time to go live
- Advise best practices

Adoption
- Customer support liaison for case escalation
- Community walk-throughs to increase self-sufficiency
- Recurring call cadence for initiative tracking
- Executive business reviews
- Uncovering efficiencies and value-add activities
- Tracking actionable customer satisfaction through Net Promoter Score metrics

Growth
- Proactive product awareness
- Organizational direction alignment
- Multi-product efficiencies
- Benchmarking industry
- Advising on industry best practices

Strategic advisor, outcomes driver

Your customer success manager (CSM) is trained on our solutions with an emphasis on application and business value/outcomes delivery. CSMs assist you and your team in monitoring and managing business and operational activities through recurring calls, while concurrently planning regular business reviews focused on ROI goals set throughout the customer lifecycle.

Product feedback loop

Your CSM facilitates feedback between your team and our product team to ensure your evolving business needs are addressed. In turn, he or she is able to provide the most up-to-date information regarding product enhancements, demonstrations, new releases and overall updates, continually helping you drive successful business outcomes.

Prescriptive, proactive and practical

CSMs deliver value by leveraging commonly gained efficiencies across various verticals and industries. They're proactive and seek to find solutions to your business problems and pain points. When applicable, we share use case solutions with product development, professional services and customer support to ensure issue prevention.

Support facilitator

Your CSM interfaces with our support organization, which ensures the escalation of any technical issues that may arise during your onboarding, implementation and journey. Our support team owns and handles any escalation of issues and tickets, providing updates and feedback for your CSM to share with you. The support team is a key partner in business review preparation, providing updates and insight.

The end result

You and your organization drive impactful ROI from your investment. The mission of our CSMs is to support you, whether measuring solution impact or ensuring your business needs are being met. We strive to safeguard your investment and help you get the most from your Flexera solution.

NEXT STEPS

Find out more about how our CSMs can help you succeed

CONTACT US

ABOUT FLEXERA

Flexera delivers IT management solutions that enable enterprises to accelerate the return on their technology investments. We help organizations *inform their IT* with total visibility into complex hybrid ecosystems, so they can *transform their IT* by rightsizing across all platforms, reallocating spend, reducing risk and charting the most effective path to the cloud.

Our technology value optimization solutions are delivered by 1,300+ team members helping more than 50,000 customers achieve their business outcomes. To learn more, visit **flexera.com**

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Inform IT. Transform IT.