



Dedicated
CS Manager

Ongoing
Interaction

Complimentary

In today's highly competitive, results-oriented environment, there's no time for wasted energy, misplaced resources, or lack of focus. That's why we have a dedicated Customer Success team for all our customers.

When your organization entrusts your field service management to ServicePower, we embrace the relationship and commit ourselves to your success. We provide a dedicated Customer Success Manager (CSM) to work directly with you to ensure you realize the benefits of our solutions. With industry and product expertise, your CSM is your front-line contact to ServicePower, always ready and able to assist.

Customer Success Team

- ✓ Complimentary (no fee)
- ✓ Dedicated Customer Success Manager
- ✓ Internal advocate to ServicePower
- ✓ Monitoring and prioritization of your requests
- ✓ Accountable for your success, value achievement, and ROI
- ✓ Continuous involvement through lifecycle (Pre-implementation to Steady State)
- ✓ Participation in your team meetings (as desired)
- ✓ Regular status calls
- ✓ Executive Business Reviews
- ✓ Facilitation of Product Roadmap updates
- ✓ Representation of you in Voice of the Customer Initiatives
- ✓ Ownership of the customer relationship



We consider the relationship between our organizations a true partnership. That's why our Customer Success team is introduced to you at the start of the project, joining the Implementation Team Kickoff Meeting to ensure objectives and plans are aligned and there is no ambiguity moving forward.

And the CSM's role does not diminish once you go live with ServicePower. We're part of your team, and continue to work with you through the years, participating in regular meetings, Quarterly Business Reviews, strategy sessions, and any other team meetings where we can provide assistance and guidance.



ServicePower's Customer Success Managers are with you every step of the way, from project kickoff to steady state operations.



Status Calls & EBRs

Your designated Customer Success Manager leads recurring status calls to provide both transactional and strategic updates, as well as Executive Business Reviews on an ongoing basis.



Voice of the Customer

Brings you relevant Product Roadmap updates and owns our Voice of the Customer feedback loop for continuous improvement and innovation.



Strategy & Escalation

Your Customer Success Manager is your internal advocate and serves as a point of escalation to ensure the entire ServicePower team is meeting expectations and driving value.

Get In Touch

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servicepower.com

