

CUSTOMER SUCCESS MANAGER

Personalized Connection to ASG Customer Care

The ASG Customer Success Manager (CSM) provides a dedicated and personalized connection between the customer and the ASG Customer Care organization – ensuring rapid time-to-value (TTV) while minimizing downtime.

The CSM provides proactive support from onboarding through the sustained use of ASG solutions. Services provided by the CSM include dedicated communication through product implementation, escalation and support ticket resolution. The CSM facilitates the successful implementation of ASG software, engaging with the customer to oversee the deployment, operation and support of ASG software with a service tailored specifically to the customer organization.

The Customer Success Manager is an add-on offering available with all support tiers which enhances the Customer Care experience.

The ASG Customer Success Manager provides customers with:

Service Offering	Details
Onboarding Support	Gives customers proactive support during onboarding to provide the shortest path to value and ROI.
Account Escalations	Gains knowledge and perspective on customer environments and goals to help facilitate escalations.
Timely Updates	Keeps customers up to date on relevant information including new documentation, best practices, updates and fixes.
Customer Advocacy	Ensures feedback is shared with appropriate ASG teams and responded to in a timely manner.

The Customer Success Manager provides advice on best practices, implementation guidance and access to ASG subject matter experts so customers are successful. Through regular meetings and reviews, Customer Success Managers help identify and monitor key success metrics to ensure customers get maximum value out of their ASG investment.

BENEFITS

- Proactive communication for resolution of support tickets.
- Enhanced productivity through a preemptive focus on the health of organization's ASG software enterprise.
- Specialized commitment to the needs of the enterprise to resolve support tickets and minimize business disruption.
- Rapid ROI through focused support engagement.

MAIN FEATURES

- Personalized advocate assigned for customer needs.
- Proactive notifications to customers on the status of their environment and support tickets.
- One-on-one support in the event of open issues.

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