

Vbrick's Customer Success Program is designed to help customers get the most value from our enterprise video platform solutions. From deployment to onboarding to continued user adoption, the dedicated Customer Success Manager (CSM) ensures you achieve your desired business objectives by optimizing collaboration and communication between the customer and the Vbrick team including Vbrick Sales and Customer Support.

The Customer Success Manager continues to engage with the customer stakeholders throughout the lifecycle, ensuring a positive implementation, resolving questions and issues and identifying opportunities to maximize value. The CSM is 100% focused on the customer experience.

*Our goal is to ensure customers optimize their use of product capabilities, maximize user adoption and achieve desired business results.*

## ENSURING AN EXCEPTIONAL CUSTOMER EXPERIENCE

The Vbrick CSM will be focused on adding value in the following ways:



**ADOPTION**

Act as Trusted Advisor to assist and recommend customer user adoption strategies and tactics.

Track user education, and coordinate solution improvements where needed to support business value.

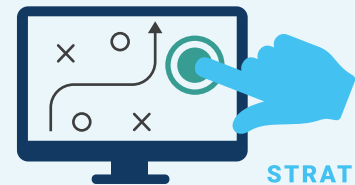


**ESCALATION**

Escalate critical issues to avoid impact to business objectives.

Coordinate across the Vbrick team to resolve issues in a timely manner.

Listen to product needs and communicate them to the Vbrick Product Management team.



**STRATEGY**

Develop strategies and plans in support of customer business goals.

Conduct quarterly executive business reviews (QBRs) to discuss current status, opportunities for growth, and any concerns with customer stakeholders.

## Key Benefits of the Customer Success Program

- ▶ **Speedy Outcomes:** Customer questions and issues are resolved quickly.
- ▶ **Comprehensive Support:** Customers are regularly informed of new product features and fixes.
- ▶ **Better User Adoption:** Customers have access to needed training and product support.
- ▶ **Increased Productivity:** Customer objectives and timelines are managed effectively.
- ▶ **Greater ROI:** Customers have an advocate to ensure optimization of their Vbrick investment.

With the assistance of a Vbrick Customer Success Manager you can optimize your use of Rev, increase user adoption and maximize your return on investment.

To learn more about the program, contact us at [csmgroupp@vbrick.com](mailto:csmgroupp@vbrick.com).