

Vbrick Customer Success

Vbrick Customer Success helps you maximize the value of our enterprise video platform, supporting you from deployment and onboarding through long-term growth.



You'll work with a dedicated Customer Success Manager (CSM) who serves as your strategic partner and main point of contact, connecting you with the appropriate teams across Vbrick, including Support, Product, Sales, and Professional Services. Your CSM is focused on achieving outcomes, resolving obstacles, and helping you scale successfully.

Our goal is to help you accelerate adoption, optimize platform usage, and achieve measurable business results.

HOW WE DELIVER VALUE



Trusted Advisory & Strategy

Your success is critical, so your business goals are aligned with our efforts to develop a plan to support rollout, communications, training, and long-term platform maturity. We regularly review usage and adoption metrics with you and use that data to guide priorities and next steps.



Proactive Engagement

Even after implementation, we remain engaged to drive continued adoption. Your CSM maintains regular communication, shares best practices and relevant examples, and keeps you updated on new features, enhancements, and fixes.



Escalation & Issue Management

To minimize impact on your business objectives, we proactively identify risks and escalate issues quickly. Your CSM coordinates cross-functional resources from Support, Engineering, and Operations, establishes clear ownership and timelines, and provides consistent updates through resolution.



Product Feedback & Continuous Improvement

We capture your feedback, advocate for your priorities, and communicate your needs directly to Product Management. Our closed-loop process ensures your input informs roadmap decisions and service improvements and provides visibility into progress.



Technical & Licensing Guidance

In coordination with Professional Services, we'll advise on architecture, integrations, and tailored solutions that address your specific needs. We also work with Vbrick's sales team to align licensing with usage patterns and growth plans, supporting scalability and cost efficiency.



Executive Alignment

When needed, we help align your stakeholders on goals, progress, and priorities. Your CSM supports executive-level communication by summarizing key outcomes, risks, and next steps, ensuring leadership has the visibility needed to maintain momentum and investment.

KEY BENEFITS OF CUSTOMER SUCCESS

- ◉ **Faster outcomes:** Questions and issues are resolved quickly through proactive engagement and rapid escalation.
- ◉ **Comprehensive support:** Ongoing updates on relevant new features, fixes, and platform enhancements.
- ◉ **Improved adoption:** Training, best practices, and guidance that increase platform usage over time.
- ◉ **Increased productivity:** Clear ownership of objectives, timelines, and next steps keeps teams aligned and moving forward.
- ◉ **Greater ROI:** A dedicated advocate focused on optimizing your Vbrick investment as your needs evolve.

LET'S WORK TOGETHER TO BUILD YOUR SUCCESS PLAN.

To learn more, contact: csmgroup@vbrick.com



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