

# enVista's Customer Success Program



With more than 20+ years of experience in consulting and managed global software, enVista's Customer Success Program (CSP) resources provide customers with additional support to achieve desired strategic outcomes.

## Program Objectives

**Coordinate key milestone and steering committee updates** to review and prioritize critical KPIs to ensure primary goals and objectives are kept in focus, as well as provide checks and balances and reconcile challenges.

**Provide post-delivery follow-up** of recommendations and solutions and evaluate organizational acceptance to meet desired business outcomes.

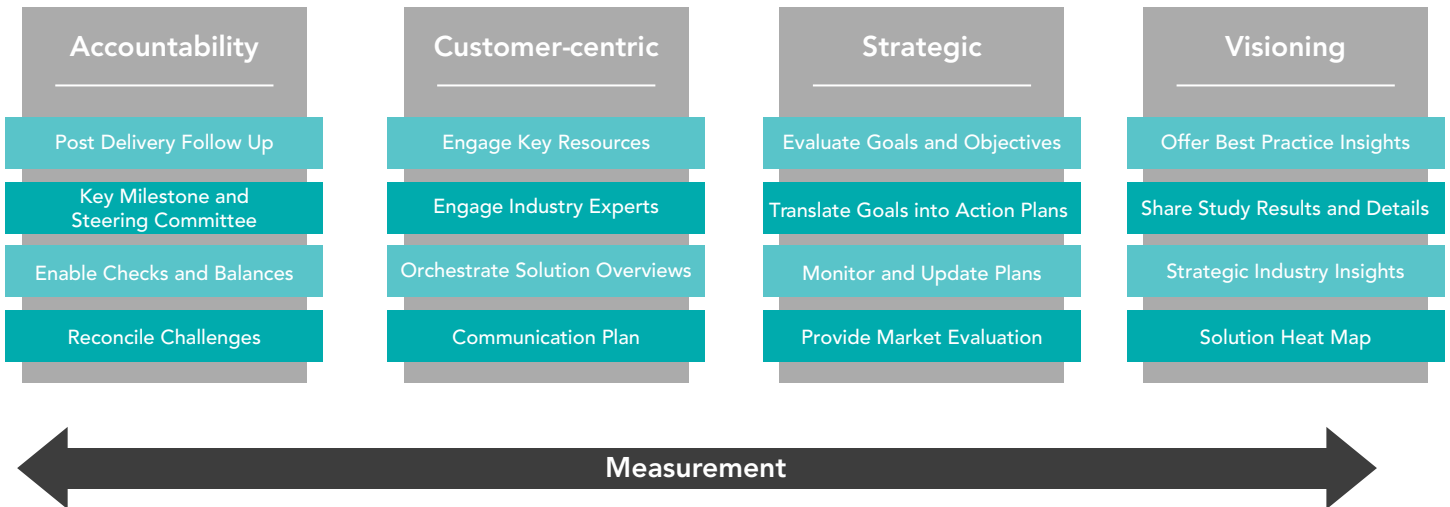
**Proactively identify and engage enVista resources** and access industry subject matter experts based on your unique business needs, as well as connect you with the right expert to quickly get answers.

**Orchestrate solution overviews** with leading solution groups to provide insights prioritizing and addressing outstanding business issues.

**Translate goals into long-term action plans** to move the organization forward within budget and resource constraints.

**Provide strategic industry insights** that leverage enVista's research white papers, blogs and surveys to establish benchmarks and provide ideas that challenge business goals and objectives.

# Customer Success Approach



enVista's Customer Success Program (CSP) associates work as the client advocate. enVista's CSP resources aim to align business goals to reduce friction during projects, provide post-delivery follow up to ensure outcomes are met, and support strategic initiatives and visioning. Working with the CSP team fits seamlessly with enVista's delivery process by initially participating in monthly and steering committee meetings. The CSP team checks in regularly with key stakeholders and is also available for ad hoc conversations; both means of communication are recommended to ensure open dialogue regarding desired outcomes and drive satisfaction with the enVista relationship.

**Let's have a conversation** to see how working with enVista can enable the Customer Success Program to activate your desired business outcomes. Not only does engaging enVista address your immediate needs, but we also position your organization for long-term success. During our engagement, enVista's CSP experts will take a leadership role to ensure deliverables are exceeding expectations, provide post-delivery follow-up and help support strategic initiatives and visioning. Working with your interests in mind, we look to develop sound, long-term strategies.

## About enVista

enVista is a global software, consulting, and managed services provider, optimizing and transforming physical and digital commerce for the world's leading manufacturers, distributors, 3PLs/LSPs, and omnichannel retailers. enVista uniquely optimizes and transforms physical and digital commerce – optimizing supply chain efficiencies to drive cost savings, and unifying commerce to drive customer engagement and revenue. These comprehensive capabilities, combined with enVista's market-leading Unified Commerce Platform, Enspire Commerce, and the firm's ability to consult, implement and operate across supply chain, transportation, IT, enterprise business solutions and omnichannel commerce, allows mid-market and Fortune 100/5000 companies to leverage enVista as a trusted advisor across their enterprises.

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