

Customer Success Team Launch

When the Journey Matters

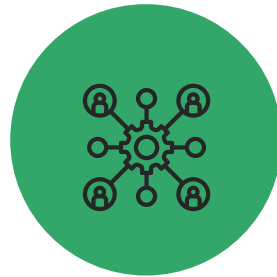


Readiness Assessment

Understanding

Motivation

Executive Support

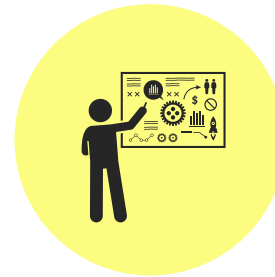


Organizational Assessment

Structure

Metrics

Customer Input



Planning

Focus

Accountability

Structure



Deployment

Communication

Feedback

Improvement