



Customer Success Manager

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Do you want to get the maximum out of Safetica products? Do you want to reach your goals as fast as possible?

Customer Success Manager (CSM) is a dedicated single point of contact whose primary goal is to ensure your success with Safetica products. CSM is a Safetica champion who has a broad knowledge of customer environments, needs, and solutions for typical use-cases. CSM drives product adoption, advocates for the customer and helps achieve the desired outcomes earlier.

Key benefits

- Achieve your desired outcomes with Safetica earlier.
- Utilize Safetica specialists' experience from hundreds of successful implementations and get your project done fast and right.
- Get your environment optimized by implementing our Security Best practices
- Consult your security and product requirements and find the best solution.
- Get a fast track to your submitted feature requests or tickets through CSM who advocates for you and communicates directly with the teams responsible.

What you get

- **Initial discovery call.** Put together all your goals and requests. A success plan is a live document and changes whenever your goals change.
- **Regular call.** Scheduled to a time and frequency which works best for you. The goal of this call is to track progress on open and new requests, validate the journey towards your goals and discuss what is needed to.
- **Regular health check.** Your CSM regularly checks your environment and keeps your Safetica implementation healthy.
- **Proactive care.** Your CSM contacts you proactively in case there could be any potential problem, anything in your submitted requests changes, or just to ask if everything is fine.
- **Ongoing support.** Reach out whenever you have a question, issue, or new request.
- **New release updates.** Your CSM makes sure you understand how to use the new features and helps you update the product and configure it.



- **Escalation ownership.** Your CSM controls escalations, gives you updates, and coordinates internal teams.

CSM for free?

Ask your account manager if you are eligible for a free CSM.

