

# ADVANCED PACK CUSTOMER SUCCESS

product info



**TURN YOUR  
CUSTOMER SUCCESS  
INTO REVENUE**



# MAXIMIZE REVENUE ACCELERATE GROWTH WITH OUR FIXED PRICE OFFER



Are you striving to achieve higher recurring revenue and faster growth for your business? Look no further! Our fixed price offer is specifically designed to propel your company to new heights. If you want to optimize your customer strategy, you already have a customer success platform in place but desire to take your investment to the next level or you wish to boost profitability from your customer success efforts, then this is the perfect solution for you.

## Unleash your Potential with Our Comprehensive Pack

Our all-inclusive pack offers a focused plan that covers every aspect of elevating your customer success endeavours. Here's what you'll get:

### 1. Full Day Analysis Workshop

Our team of experts will conduct an intensive full-day analysis workshop, diving deep into your current customer success practices, identifying areas of improvement, and recognizing untapped opportunities. This workshop will serve as the foundation for creating a tailored approach that aligns with your unique business goals.

### 2. Action Plan

Based on the insights gathered during the analysis workshop, we will devise a highly customized action plan with our Customer Cross methodology. This plan will be specifically crafted to address your business's specific needs, ensuring maximum impact and effectiveness.

**KPI – the results**

		KPI									
		usage data #active users	onboarding & training participation	CES CIE	CSAT NPS	NRR (GRR)	ARR MRR	(C)LTV	Upsell & cross sell leads	Client result & ROI	#bugs tickets
ACTION	Onboarding	●	●	●							●
	User adoption	●	●	●	●	●	●			●	●
	Customer journey	●	●	●	●	●	●	●	●	●	
	Commercial activities Drive revenue	●				●	●	●	●	●	
	Customer retention Churn risk	●	●	●		●	●	●	●	●	●
	Support & guidance Training	●	●	●							●
	Friction hunting Intuitive use	●		●	●	●				●	●

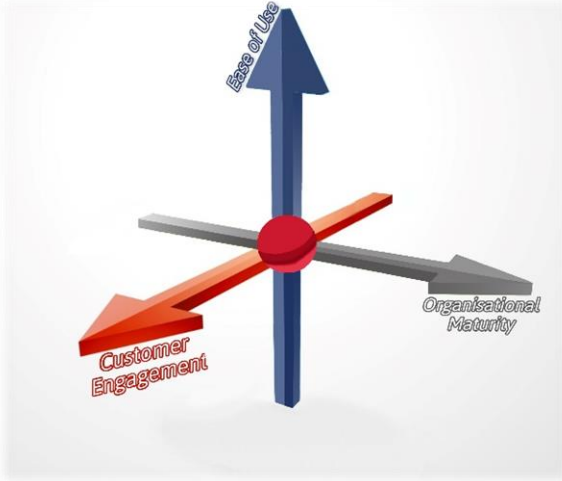
### 3. KPI & Objective Alignment

Key Performance Indicators (KPIs) are crucial for tracking the success of your customer strategy. We will help you identify and align the most relevant KPIs to your objectives, providing you with a clear and measurable roadmap for success.

### 4. Team and Organisation Motivation

A motivated team is an empowered team. Our motivational session is designed to energize and inspire your staff, fostering a culture of excellence and commitment to customer success. When your team is driven and enthusiastic, achieving outstanding results becomes a shared vision.

# Continuous Improvement through Weekly Follow-up



Our support doesn't end with the implementation of the action plan. We believe in continuous improvement. Hence, we will closely monitor your progress on a weekly basis.

This allows us to track the effectiveness of the strategies and identify any necessary adjustments promptly, using our Customer Cross methodology. Our goal is to ensure your success and make data-driven decisions that maximize your results.

The Advanced Pack comes in 2 versions: Advanced Pack NQ and Advanced Pack FY. With two dynamic versions to choose from, the Advanced Pack NQ and Advanced Pack FY, we provide you with the flexibility and support you need to achieve your objectives effectively.

## 1. Advanced Pack NQ – 13 Weeks of Follow-Up

Advanced Pack NQ is designed to keep your progress on track, ensuring consistent growth and success over the next quarter. With our unwavering commitment to your business's journey, we conduct weekly follow-ups, making certain that every aspect of your strategy is adjusted to changing circumstances and optimized for optimal outcomes.

## 2. Advanced Pack FY – A Full Year of Dedicated Support

If you are seeking a more comprehensive and extended partnership, the Advanced Pack FY is the perfect choice. We understand that some objectives require a long-term perspective and unwavering dedication. With the FY pack, we commit to a full year of follow-up, ensuring that your goals are not only met but exceeded.

### Take Action Now and Witness the Transformation

Don't let your business settle for mediocrity. With our fixed price offer, you can unlock the full potential of your customer success endeavours. Witness your recurring revenue soar and your growth accelerate as you optimize your customer success into a proactive strategy with our Customer Cross expert-guidance and data-driven decisions.

Contact us today to get started on your journey towards unprecedented success. Together, let's build a thriving future for your business.





# Contact us to unlock the power of customer data



We understand that each business is unique, and therefore, we also offer tailored insights and recommendations to align with your specific objectives. Our research goes beyond providing a one-size-fits-all approach; it offers a customizable framework that allows you to track the metrics that truly matter, ensuring your efforts are yielding optimal results.

Together, we can unlock the power of customer data and equip you with the knowledge to make informed decisions, supercharge customer success, and propel your business towards unprecedented heights. Join us in revolutionizing the way you approach customer success, armed with the right insights and the confidence to excel. Contact us today to embark on this game-changing voyage of customer-centric success.

## HEADQUARTERS

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