



Digital CS Strategy + Expert Services Package

nCloud Integrators can assist you with automating your Customer Success (CS) processes to help your team become more efficient and to help you scale as your organization grows. Our Digital CS Strategy + Expert Services Package helps you evaluate customer touchpoints across your lifecycle to identify where it makes sense to include automation, as well as identify where it is important for your team to interact with your customers on a more personal level. Then, we help you take this strategy and build the functionality into your platform.

The right combination of digital and personal-touch interactions necessary to offer an excellent customer experience is different at every organization, so nCloud’s Digital CS Strategy Package is a custom offering that takes into account your customer journey and business objectives. Our offering is a simple 8-week process:

Discovery	Act	Impact
Weeks 1-2	Weeks 3-7	Week 8
<ul style="list-style-type: none"> • Survey and/or Interview with team • Identify tasks/processes that could be automated based on team feedback • Document current time spent on activities • Journey map documentation and review • Identify 3-5 automation opportunities for improvement 	<ul style="list-style-type: none"> • Operationalize automation opportunities into your CS platform • 40 hours of work to build automations. Build work could include: <ul style="list-style-type: none"> ◦ Data mapping/Rule Builds ◦ Survey Automation ◦ CTA/Success Plan Triggers 	<ul style="list-style-type: none"> • Survey/interview CS team to document current time spent • Documented Time and Cost savings/Improved Efficiency

Why nCloud Integrators?

- We’ve Seen It All: We have decades of combined experience in enterprise software, data integration and customer success team leadership.
- nCloud helps hundreds of organizations every year build or improve their customer journeys through executive-level strategic services and technical implementation expertise.



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