



Digital CS Strategy 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 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.

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 4-week process:

Discovery	Act	Impact
Weeks 1-2	Week 3	Week 4
<ul style="list-style-type: none"> • Administer survey or facilitate Interview with CS team members • Identify tasks and processes that could be automated based on team feedback • Document current time spent on activities • Document Journey map per segment with aligned activities • Analyze findings and document recommendations for automation opportunities to improve digital CS strategy 	<ul style="list-style-type: none"> • Leverage Plan-Do-Study-Act continuous improvement framework • Document plans for recommendations in a Digital CS workbook <ul style="list-style-type: none"> ◦ Includes documenting planned automations per segment, data alignment and build design, release planning and continuous improvement reflections 	<ul style="list-style-type: none"> • Survey/interview CS team to document impact • Documented Time and Cost savings and/or 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.

Do you lack the necessary technical resources or simply want to minimize Time-to-Value? Bundle this package with nCloud Integrators Expert Services to implement the recommendations provided into your instance.

