



Customer Success Management

The Customer Lifecycle Managed for You

The Challenge

Congratulations! You've built a thriving technology sales business, but you have a new set of challenges.

- The right strategies, tactics, and resources to increase customer retention.
- Keeping your name top of mind for your customers.
- Timely support of your customers' daily needs.
- Bandwidth to expand and renew existing customers while simultaneously growing your new book of business.
- Support to help you while you are away.

Our Solution

Telarus Customer Success Management is a team dedicated to servicing your customers strategically, while increasing their lifetime value. The team proactively maintains contact with your customers to:

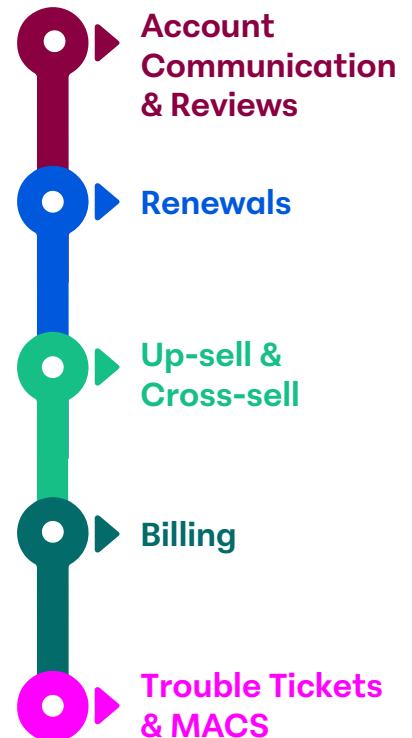
- Up-sell and cross-sell new offerings
- Perform business reviews
- Manage moves, adds, changes (MAC), billing, contracts, and renewals
- Send branded communications to uncover expansion opportunities
- Enlists Telarus Sales Engineering for follow-on sales

Key Benefits

- Increases your annual revenue growth potential
- Provides professional, branded experience for customer needs
- Increases customer renewals, expansion opportunities and retention
- Frees up time to pursue new opportunities or take needed time away
- Keeps you top-of-mind for all your customers future technology needs



Key Features



Learn how Telarus Customer Success Management can help make loyal customers for life.



www.telarus.com



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