quantexa

Customer Success: Working With You to Adopt Decision Intelligence

A partnership to transform your decision-making culture

KEY PILLARS OF SUCCESS

Vision
Your Customer Success Manager will partner with you to define your business objectives and drive tangible outcomes. Together you will create a roadmap to ensure continuous value.

Self-Sufficiency
Quantexa will help you build your own internal Center of Excellence through self-sufficiency planning, empowering your team to to create a strong data foundation that supports decision-making.

User Proficiency
Quantexa will work with you to operationalize and adopt our technology across technical and end users alike.

Technical Health
Quantexa continually innovates and the team will help you to plan ahead, stay up to date and get full value from Quantexa's ongoing innovations.

The best outcomes for every project

Decision Intelligence is a transformational capability, empowering organizations to establish confidence in their data, reach new levels of organizational efficiency and build business resiliency.

Quantexa's Customer Success team is dedicated to making the adoption of Quantexa efficient, timely and successful.

With focus on delivering ongoing business value through our vast experience and best practices, our team is commited to tackling your organization's most critical challenges head-on.

Quantexa's Customer Success approach

Quantexa's Customer Success teams assigns designated resources to be your value advisors throughout your relationship with Quantexa, dedicated to ensuring you get the most out of your investment.

We are passionate about helping you unlock the maximum benefits from your Quantexa Platform and we understand that success is measured on discernible value delivered.

Our Customer Success team employs a model focused on defining a clear vision and roadmap, enabling self-sufficiency, driving user adoption and monitoring technical health.

Our commitment to you

1 You will start with our Solution Success team.

They will focus on mapping out the right path for you to get accelerated time-to-value from your Quantexa investment against your business objectives: tackling data quality issues, regulatory commitments, customer intelligence, risk analysis, etc. They will become your trusted partner and drive your initial implementation with you.

2 After a successful implementation, we will focus on education, onboarding and our relationship going forward.
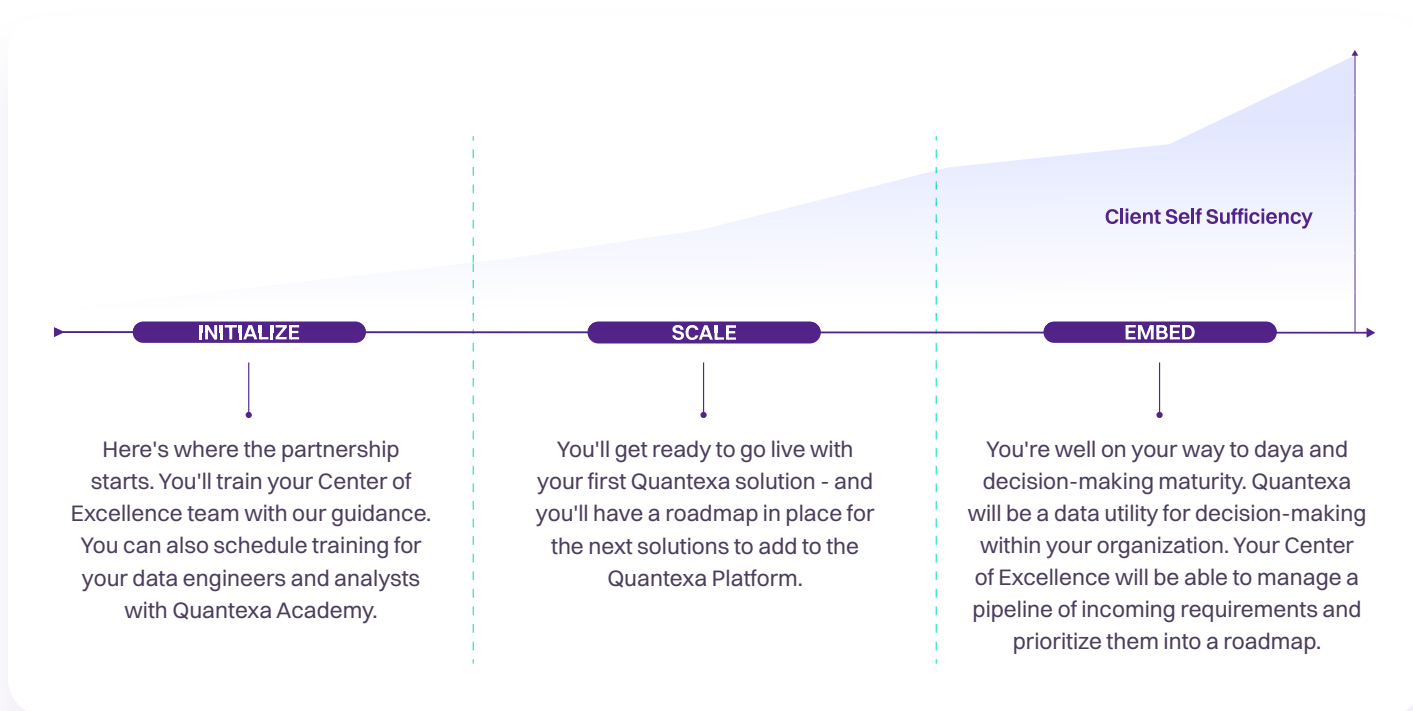
Our Solution Sucesss team will work with you to build your self-sufficiency plan, drive your team through Quantexa Academy programs and establish the optimal governance for your relationship with Quantexa.

3 After go-live, you will be transitioned to the trusty hands of our Customer Success team.

Our Customer Success Manager will act as your ongoing trusted advisor from Quantexa. They will establish outcome tracking and drive a long-term roadmap to meet your ambitions with Quantexa's Decision Intelligence while being your primary contact.

Accelerating to maturity

The Customer Success team will work with you to drive your internal maturity to establish a Quantexa Center of Excellence.

Client Self Sufficiency

| INITIALIZE | SCALE | EMBED |

Here's where the partnership starts. You'll train your Center of Excellence team with our guidance. You can also schedule training for your data engineers and analysts with Quantexa Academy.

You'll get ready to go live with your first Quantexa solution - and you'll have a roadmap in place for the next solutions to add to the Quantexa Platform.

You're well on your way to daya and decision-making maturity. Quantexa will be a data utility for decision-making within your organization. Your Center of Excellence will be able to manage a pipeline of incoming requirements and prioritize them into a roadmap.

Customer centricity through continuous governance and feedback loops

We have seen that many customers begin with a single objective, but quickly establish a whole roadmap of use cases with associated outcomes that toutcomes that can can protect, optimize and grow your organization through better decisioning. Quantexa is here to help with exactly that.

We set up strong governance for every customer, so we can assess the business value being realized through the Quantexa Platform and advise where we can help you to achieve more.

We are committed to providing you with the best support possible and conduct regular customer satisfaction surveys to understand your organization's needs better.

Through our Customer Success process, we request customer feedback and take this to our Product team, ensuring we build a platform that fits our customers' needs.

Roadmap planning

Regular governance

Customer satisfaction checkpoints

Product feedback

Govern

Driving strong governance, outcome tracking and roadmaps of your Quantexa utility

Adopt

Driving operational adoption of your Quantexa solutions

Train

Identifying and assigning appropriate training for your teams to adopt and drive contextual intelligence

Drive Health

Driving technical health and keeping you up-to-date with our latest innovations

Quantexa