

# EMEA Customer Success Team



Customers are becoming used to having their IT services delivered on subscription-based models. No upfront investments, but pay-as-you-go and only for services needed. The Insight Cloud Care solution is the fast and easy way for you to respond to your customers' needs while ensuring minimal costs, a flying start and lots of opportunities to expand.

Insight offers you the infrastructure and expertise to embark on your cloud journey with the addition of one unique, extra ingredient that will help you excel your business: the Insight EMEA Customer Success Team.

## Designated, subscription-long support

Insight's Customer Success Team enhances the Cloud Care licensing model by 'wrapping' extra services around it. Once you start your journey with Insight, your Customer Success Manager will support you in every conceivable way, from the moment of onboarding throughout the entire lifetime of your Cloud subscription. Your Customer Success Manager will make every effort to understand your issues, provide you with the best solutions, training and education and build a strong, trusting relationship, helping you grow your business.

## Customer Success Team

### Key benefits

1. Multi-lingual, dedicated Customer Success Managers
2. Extensive and up-to-date market, product and people knowledge/ skills
3. Full and personal assistance with Cloud Care onboarding and personal cloud management portal (CMP)
4. Sparring partner to identify and optimise your cloud journey
5. Engagement in helping grow your business
6. General knowledge sharing with articles, videos, demos and more

## Unique, full service offering

Is our Customer Success Team unique? Probably, yes, because Insight is one of the very few businesses providing such a full service offering. Our dedicated Customer Success Managers offer customers across EMEA personalised, one-to-one service in their own language.

They ensure a warm welcome into our organisation and successful onboarding into our own portals and tools. Once Cloud Care is up and running, they continue to work with our customers so that they get the most out of their subscriptions.



# EMEA Customer Success Team

## Focal point of contact

Your Customer Success Manager becomes one of your primary contacts into our organisation, as soon as you start the Cloud Care onboarding process. He or she will be available to answer any customer queries, from 'how do we add more licences' to 'how do I see my Azure consumption'. Your Customer Success Manager is the linking pin between sales, project management and service, and supports you with any issue you might have, sometimes even before it occurs.

## Up-to-date at expert level

The Customer Success team is fully trained and equipped with all the knowledge and skills thinkable for smooth onboarding into Insight's Cloud Care and help you grow your business afterwards. Regular training and updates on changing market needs, products, and solutions ensure that the team remains at the expert level you may expect, at all times.

### Insight's Customer Success Managers:

- Are professional, loyal and empathic
- Work across EMEA in your timezones
- Speak your language
- Provide instant and personal support
- Focus on building and sustaining a trusting relationship
- Add value by answering or facilitating your queries into our business
- Put YOU at the heart of everything we do at Insight



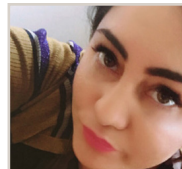
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