



MeetMeInTheCloud

Our Customer Success Model helps you efficiently onboard your customers

Our Customer Success Model helps you efficiently onboard your customers with a comprehensive plan, clear technical requirements, product training, and ongoing customer interaction.

Driving End-User Adoption

For some organizations, the customer onboarding process is as simple as clicking a button to activate a new account. In this scenario, the customer will most likely attempt to use your product or service with little to no guidance or training. But what happens when they get stuck? Chances are they won't be successful and they'll get frustrated.

The MMITC CSMS plan is intended to assist our customers in continuing to drive end user adoption and value realization of their Cisco collaboration services once an Adoption Acceleration project has concluded. After the white-glove adoption project has transitioned back to a customer-driven effort, a subscription to CSMS will both supplement that with periodic refresher training for end users and maintain access for the customer's adoption team to MMITC experts. The CSMS can be a valuable addition to an organization's overall collaboration strategy, particularly over longer overall digital transformation efforts, or where a more gradual collaboration technology rollout is planned (accompanied by a periodic video endpoint deployment, for example).

Key Differences

The MMITC CSMS program is not intended to replace the technical support services provided by Cisco TAC. While Cisco offers certain Customer Success services are included with subscription, the MMITC CSMS program provides focused expert support that is dedicated to CSMS subscribers.

CSMS Features & Benefits

- ✓ **Continuous Adoption:** Adoption is never one and done, it is "continuous". CSMS achieves this and thus is critical to an organizations success.
- ✓ **White-glove services:** White-glove services continuously address the ongoing gaps presented in any organizations adoption framework – use cases, audits, training, expert sessions, etc.
- ✓ **SaaS Based:** Adoption expertise made available to your organization through the life of the technology license you acquired.
- ✓ **High Customer ROI:** Help your customer's organization achieve and maintain a high rate of continuous utilization, leading to higher ROI; this leads to lower churn (Higher Renewals) as the sophistication of the acquired technology grows.



Webex Meetings



Webex Teams

Customer Success Service Offerings

It is widely understood that good onboarding is critical to ongoing customer happiness. But it is tricky and easy to miss the mark because onboarding a new customer is hard to do, and it is too easy to focus on the wrong things. CSMS helps you efficiently onboard your customers with a comprehensive plan, clear technical requirements, training, and ongoing customer interaction.

The sample CSMS plan below gives you an idea of our approach to a Webex adoption. When we embark on a project engagement with you, we remain engaged through everything you are delivering to your end user client.

CSMS Silver

Quarterly Collaboration Reviews

- ✓ Review usage metrics for collaboration services.
- ✓ Review overall organizational collaboration strategy.
- ✓ Deliver recommendations on further adoption efforts, deployments, and/or user behavior changes.
- ✓ Continued business value validation.

Two standalone training classes per quarter

- ✓ MMITC trainers will deliver up to two standard virtual training per quarter to maintain & encourage user adoption.

CSMS Gold

Monthly Collaboration Reviews

- ✓ Review usage metrics for collaboration services.
- ✓ Review overall organizational collaboration strategy.
- ✓ Deliver recommendations on further adoption efforts, deployments, and/or user behavior changes.
- ✓ Continued business value validation.

One standalone training class per month

- ✓ Trainers will deliver one standard virtual training per month

Ongoing business process improvement & training recommendations

- ✓ Experts will be available as collaboration advisors
- ✓ Provide training recommendations for new user

On-site training and advisory sessions (Optional – travel surcharge)



Learning Partner
Business Learning Partner
Lifecycle Advisor

Contact Us Today!

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