

CUSTOMER SUCCESS MANAGER

The AlgoSec Customer Success business function exists to ensure our customers are successfully adopting AlgoSec solutions, maximizing value, and meeting their desired outcomes. The AlgoSec Customer Service Manager (CSM) is a skilled business professional who is continuously focused on driving value in your organization. By partnering with your technical and stakeholder teams, your AlgoSec CSM becomes your advocate for long-term success.

Service Description

Dedicated to driving value, the AlgoSec CSM acts as your internal advocate at AlgoSec and your business partner within your company. Our CSM team follows a methodology developed over hundreds of engagements and decades of experience. AlgoSec works with you through pre-sales activity to understand the business reason for your purchase, then continues to be involved through onboarding, steady-state, and further expansion. Your CSM becomes a trusted advisor to ensure you are getting maximum value for your investment.

HOW DOES YOUR ORGANIZATION BENEFIT FROM A CUSTOMER SUCCESS MANAGER?

PEOPLE



Foster dedication to the initiative by aligning the right resources to implement, support, and increase value within the customer organization.

Benefits

- Teams are trained, certified, and self-sufficient
- Well-trained teams become advocates for the solution
- Certified users open fewer cases
- Proficient teams represent an authoritative solution source for internal stakeholders

SPONSORSHIP



Ensure there is appropriate sponsorship in place — someone who will own and define the vision and strategy for the customer organization.

Benefits

- Helps to drive change
- Team members become internal champions
- Increased ownership of the vision and strategy
- Team members marshal the execution of the vision and remove roadblocks

Business Impact

Many of our customers want to understand how to operationalize and drive value with AlgoSec in their environments. The CSM team helps lead customers on their journey, as well as discuss the expertise we have acquired through hundreds of engagements. This provides our customers with confidence that they will get maximum value from the AlgoSec solution. At AlgoSec, everything we do is 100% focused on delivering value for our customers.

HOW DOES YOUR ORGANIZATION BENEFIT FROM A CUSTOMER SUCCESS MANAGER?



PROGRAM ROADMAP

Ensure there is roadmap in place by constructing a clearly defined strategy for adopting AlgoSec within the customer organization. Share this vision with others to evangelize the effort, garner support, and enhance the value pursuit.

Benefits

- Substantiates our predefined business milestones
- Engages business stakeholders and aligns their goals with company goals



MATURITY

Continuously improve by both adopting new capabilities introduced by AlgoSec or dictated by industry recommendation:

- New capabilities
- New business requirements

Benefits

- Ensures full usage of licensed capabilities
- Aligns AlgoSec use-cases against business needs
- Drives value back into the business



USAGE

Ensure that the investment made in AlgoSec is being capitalized across the customer environment.

- Remove roadblocks that prevent penetration into critical areas
- Move forward with a sense of urgency to meet the roadmap requirements

Benefits

- Ensures best practice adoption
- Consumers of reporting maximize value
- Drive accountability across the organization



BUSINESS VALUE

Capture, celebrate, and communicate wins across the organization.

- Align to business investment in AlgoSec

Benefits

- Utilize wins as a justification to allocate necessary resources and funding to additional initiatives, innovations
- Run-the-business improvements
- Create self-funding business cases
- Value realization