Customer Success Manager

JumpCloud Professional Services

Overview

Our **Customer Success Manager (CSM)** offering is a paid service that provides your organization with a trusted advisor that's available to you for one year. The CSM is your single point of contact who provides access to internal JumpCloud resources for support escalations, the product team, and JumpCloud leadership. The CSM will help you chart the course you need to take full advantage of the features and functionality of the JumpCloud platform so that you get the most value out of it, all while simplifying and streamlining IT admins' jobs and improving your overall security.

Planning

We're here to listen to your goals for your organization's cloud directory initiative.

- The CSM will begin by gaining a deep understanding of your goals and expected outcomes with JumpCloud. They will create a success plan designed to help you reach your goals by pointing you to the best resources, leveraging known solutions, and helping remove roadblocks.

- Your CSM will help you take full advantage of all of the functionality JumpCloud has to offer, ensuring your IT enterprise is safer and more secure.

- For optimal results, you can provide an executive sponsor or SME to partner with the JumpCloud CSM to ensure that your organization's goals associated with using JumpCloud are successfully met.

Engagement

During the engagement period, JumpCloud's Customer Success Manager will work with you to:

- Build success plans by understanding your environment, establishing critical goals and key performance indicators, and helping your organization to achieve its goals

- Be your trusted advisor and program manager for all of your JumpCloud-related needs by:

  - Performing high-level health checks and optimizing your use of JumpCloud's platform

  - Analyzing your needs and suggesting upgrades or additional features to maximize your use of JumpCloud

  - Identifying and recommending training opportunities

- ○ Identifying ways to reduce your support costs

- ○ Reporting on product performance

- Support you as a JumpCloud liaison for all questions, issues, and escalations by:

  - ○ Facilitating video calls to answer questions and ensure continuous progress

  - ○ Communicating with our Support, Product Management (i.e., roadmaps), and any other teams as needed to support your success

  - ○ Providing JumpCloud developers with your feedback to identify potential new features and product areas to ensure we continue meeting your ongoing needs

  - ○ Ensuring your satisfaction throughout your subscription

Delivery Breakdown

Essentials (2 hours monthly)	**Premier** (4 hours monthly)
Bi-weekly meetings	Weekly meetings

Deliverables

In Scope	• Success Plan
Out of Scope	• Custom scripting • Working support cases • Hands-on-keyboards implementations or migrations • Creating tailored implementation project plans; this is covered by the implementation consultation packages

jumpcloud™

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