

Aspire Customer Success (CX) Services

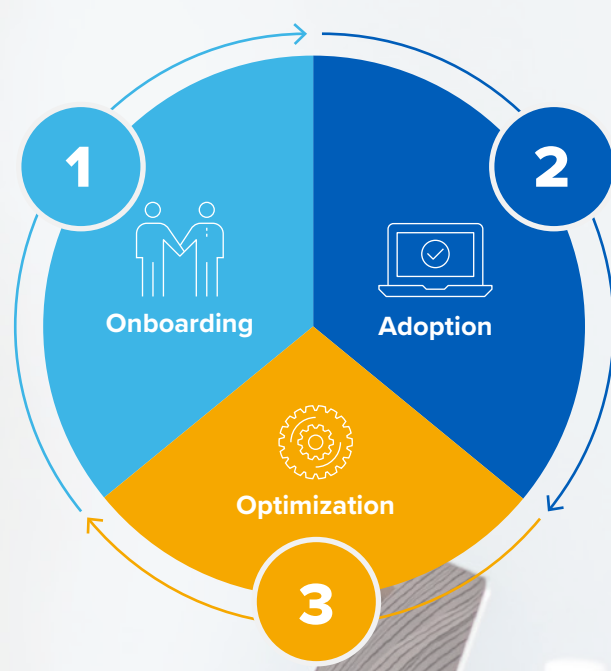
Realizing business outcomes with your technology solutions



An overview of our Customer Success Methodology

Our Customer Success Team follows an advanced but simple methodology that was built to help you realize the full value and potential of your technology investments.

Aspire's advanced, yet simple methodology



You'll get a dedicated Customer Success Manager (CSM) who will be responsible for driving value realization by continuously:

- 1 Aligning technology purchases with desired outcomes and KPIs to develop a detailed and achievable Customer Success Plan
- 2 Measuring, managing, and planning solution usage to identify actions or resources that will drive faster business value and outcome achievement over time
- 3 Evaluating how you're using and implementing functions to ensure you maximize your software and service investments

Your CSM will be a true advocate for your organization

They'll work closely with you and other key stakeholders through regular touchpoints in order to:



Expand adoption and maximize the utilization of software entitlements



Align functionalities and consumption with your business processes



Identify metrics for measuring the achievement of your desired outcomes



Help with organizing communications and trainings for your IT team or users

How will you benefit from Aspire CX Services?

Available for all of our services and software-based solutions, Aspire CX Services will help you continuously realize tangible business value from the technology you invest in.



A faster, more organized technology deployment with fewer issues



A customized roadmap for service initiation, onboarding, and adoption



Less need for IT to be an expert with technology features and functions



Faster adoption and ROI through tailored communications and trainings

Aspire CX Services pair incredibly well with the managed services we provide to help organizations like yours better operate in today's digital world, including:



Managed Detection and Response (MDR)



Managed Collaboration



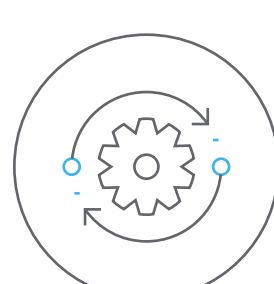
Managed Security



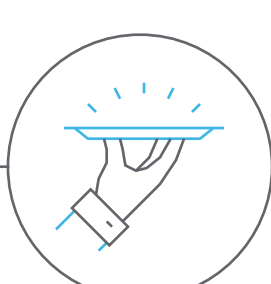
Managed Infrastructure

At Aspire, we are customer-first and relationship-driven

We will strive to provide your organization with the proper guidance, assistance, and training on how to effectively leverage the technology you invest in – ensuring you can continuously deliver your intended outcomes.



We have an entire practice dedicated to customer success and IT lifecycle management



Our CX Services are built to provide high-touch, personalized interactions



Our Customer Success Team understands the features and use cases you can leverage



We are one of the few partners that have earned Cisco's Advanced Customer Success Specialization

Learn more about Aspire CX Services

Explore how our CX Services can put you on a path to investing in business outcomes instead of just technology.

Meet with one of our experts

Read a blog from our CX leader