Maximising Customer Success

Unlocking the value of enterprise software licensing

The Customer Experience

Customer Success (CX) is a strategic business function focused on proactively helping customers achieve their desired outcomes, while driving value from their investments in products and services.

There is an exciting way forward

Computacenter have developed a framework that guarantees an excellent Customer Experience and consistent value throughout the entire customer engagement, implemented by a dedicated Customer Success team.

We aim to make the Customer Experience Simple through 3 steps:.

- ✓ Understanding the essential outcomes that technology can deliver for our customers' businesses

- ✓ Rapidly realising the full potential and anticipated benefits of investments

- ✓ Uncovering additional unexpected value and savings from our customers' technology investment over time
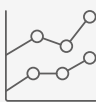
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5 ways Computacenter Customer Success can make a difference

1. Enhancing customer satisfaction

Our customers achieve the expected value and outcomes of their investment.

2. Advice and insight

We provide our customers with advice and insight that supports pragmatic innovation based on the real-world practicalities of their environments.

3. Flexibility

It equips our customers to use any tools and portals associated with the licensing agreement and ensures proper governance and reporting is maintained throughout the lifecycle.

4. Maximising value

We ensure our customers maximise the value of their investments by making the most of inbuilt opportunities to grow and optimising consumption of software licences.

5. Prediction

Reduction in the friction of introducing new practices by anticipating barriers and mitigating them.

Discover more with Customer Success

Adopting a Customer Experience first approach has significant benefits and the involvement of a CX Specialist ensures:

- Our teams collaborate with our customers to ensure our services meet their evolving requirements throughout the duration of the agreement.

- Our team of specialists have a clear understanding of all activities and the associated Return on Investment (ROI).

- Our CX specialists gain a broader understanding of our customers' priorities and can offer bespoke requirements based on individual circumstances.

- Our CX team of specialists develop relationships across the customer organisation to ensure support for the strategic business plan is accommodated in service and license planning.

- Our team quickly identifies challenges, understands and communicates their impact, and proactively resolves them.

- Our CX team ensure licensing and technology purchases are appropriately scaled to meet demand without unnecessary expense and timed to take advantage of any cost-free licence use.