



Your success, our success

Jess Orsman, Head of Customer Success Team

Introducing the Customer Success Team



Jess Orsman



Nick Brook

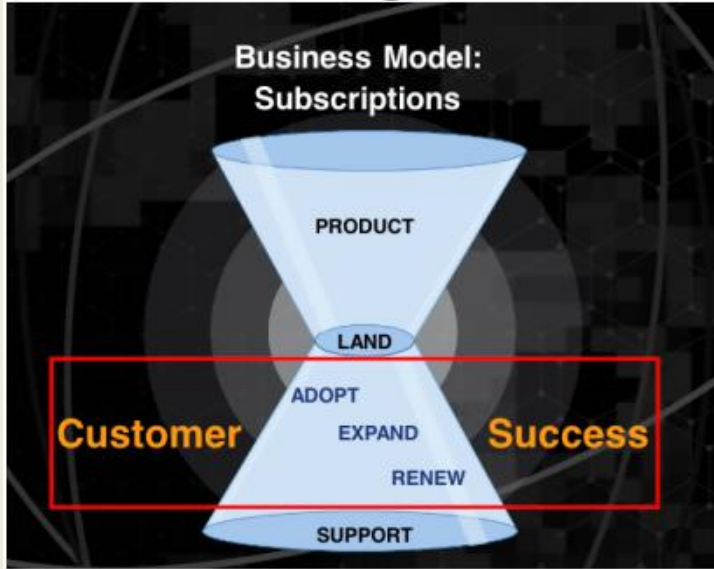


Megan Cucerzan



Lauren Yeo

Why?



CUSTOMER
SUCCESS
IS THE
STRATEGY

What is customer success?

$$\text{CS} = \text{CX} + \text{CO}$$

Customer Success = Exceptional Experience + Desired Outcomes

How we've been helping our customers succeed the last year

- 17 survey reviews
- 61 customers now reporting by activity groups
- >50 meetings with customers
- heads-up emails
- newsletter

We know we're just at the
beginning...

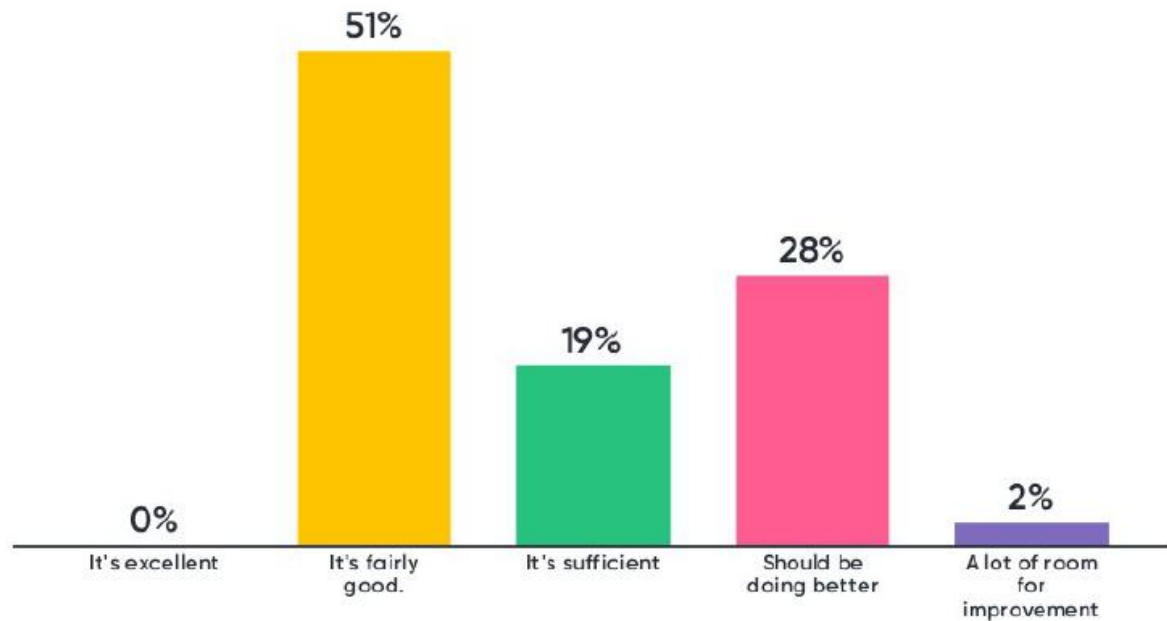
We're here to listen to you.

Submit your answer using Mentimeter

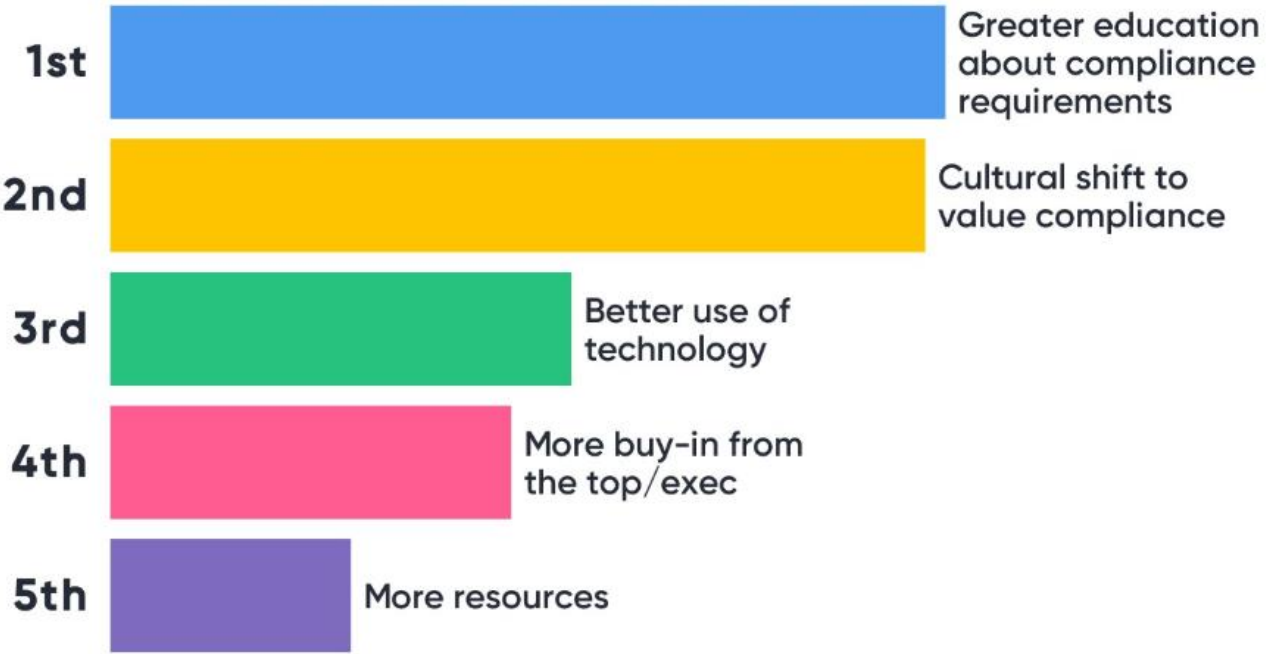


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How successful do you think your organisation is at compliance?



What would it take to achieve excellence in compliance?





unplugged

2019

Workshop

Sharing the challenges and shaping compliance success in our own organisations

1. What are the main problems and challenges with compliance for you and for your organisation?

2. What does 'success' in compliance mean to you and for your organisation?

Agenda

- Reflect on 2 questions (5-10 min)
- Share & mindmap (30 min)
- Wrap-up (5 min)

1. What are the main problems and challenges with compliance for you and for your organisation?

2. What does 'success' in compliance mean to you and for your organisation?

Thank you