

# Customer Success Management

Trusted, reliable third-party risk management program guidance

Prevalent is committed to providing the support your organization needs to maintain an effective third-party risk management program. As a Prevalent customer, you will be assigned an experienced and knowledgeable Customer Success Manager who will help you gain the most value from your investment.

## Your Success Is Our Success

Your Prevalent Customer Success Manager is a trusted advisor and advocate who is uniquely positioned to provide a proactive approach to the support, ongoing operation, and success of your investment.

### Your Customer Success Manager: A Trusted, Go-To Contact

A designated Customer Success Manager (CSM) is assigned to every customer to ensure continuous, personalized support and effective user onboarding. In addition to guiding product adoption and acting as the primary point of contact for issues and escalations, CSMs offer services including:

- Developing and regularly reviewing customer success plans
- Tracking escalations to ensure efficient issue resolution
- Delivering product release and new features notifications
- Performing health checks and tracking health scores
- Creating environment profiles for more effective support
- Facilitating roadmap overviews with product managers
- Reviewing and acting on Net Promoter Scores (NPS)

*The Prevalent Customer Success team is here to guide you to key milestones throughout the third-party risk management lifecycle.*

### Key Benefits

- Minimize business disruption through rapid engagement and issue resolution
- Improve efficiency and ensure high availability through best practices operational guidance
- Reduce risk by proactively identifying areas for improvement
- Gain maximum value from your Prevalent investment

