

## Benefits

ExtremeCloud Customer Success brings together technology, expertise, insights, and guidance to map a journey to your business outcomes. With ExtremeCloud Customer Success you get:

### Planned Success:

- A Customer Success Manager will help develop a Success Plan to achieve your key business objectives

### Expert Guidance:

- A coordinated Customer Success team including Extreme technical experts to accelerate adoption of ExtremeCloud capabilities

### Faster Time to Value:

- Timely guidance for onboarding and adopting your ExtremeCloud technology investment

### Measurable Results:

- Proactive reviews and health checks of your technology and success journey

### Knowledge:

- Access to learning and knowledge resources to optimize your ExtremeCloud solutions



## ExtremeCloud Customer Success

### Maximize and Accelerate the Value of ExtremeCloud Solutions

As more advanced networking technology and capabilities emerge, keeping pace and getting the maximum value from your investment can be challenging. At Extreme Networks, we are leading the way with technology innovations to better operate high-performance, intelligent, and secure networks. We also understand the value of helping customers quickly and effectively adopt the solutions that are critical to their business outcomes. This is why we have created a Customer Success offering that helps identify and maximize technology capabilities most important to customers' business objectives and accelerates the onboarding and adoption of these solutions.

Customer Success from Extreme Networks starts with self-serve guidance to best utilize our ExtremeCloud technologies. All customers who have subscriptions for ExtremeCloud solutions receive access to onboarding, adoption, and optimization best practice resources. When a more personalized, higher-touch experience is best, customers can optionally purchase an ExtremeCloud Customer Success engagement. This service provides a Customer Success Manager (CSM) who will work with you to develop a Success Plan and then design a journey that brings together technology experts, cloud-enabled insights and analytics, and focused guidance to ensure the best possible experience with your ExtremeCloud investment.

# What To Expect from an ExtremeCloud Customer Success Engagement

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## Customer Success Manager

Extreme Networks Customer Success Managers are experts in working with customers to ensure they are getting full value from ExtremeCloud solutions. Your Customer Success Manager will help to develop and execute the plan that will realize this value.

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## Insights and Analytics

Throughout the success journey, Extreme Networks technical and success experts will leverage AI capabilities of ExtremeCloud to provide meaningful insights into the health, performance, and security of your network environment. Periodic technology audits will ensure that you get the most from your ExtremeCloud investment.

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## Customer Success Plan

The blueprint for success, a Customer Success Plan is jointly created to ensure the best and fastest path to achieving your key outcomes. The Customer Success Plan is aligned with your specific deployment of ExtremeCloud solutions and focuses on the actions that will accelerate adoption of the capabilities most important to your business.

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## Access to Subject Matter Experts

With an ExtremeCloud Customer Success engagement, you gain access to Extreme Networks engineers and technical experts who understand how to best utilize the ExtremeCloud capabilities. Coordinated by your Customer Success Manager, you can leverage 'Ask the Expert' sessions to optimize your technology investment and Extreme Service Units (ESUs) for project-scoped Professional Services. Access to the right experts, at the right time throughout the success journey turns inflection points into launch points.



## Knowledge and Learning

A wealth of information is available to help accelerate your usage of ExtremeCloud features and functionality. With guidance from your Customer Success Manager, you will learn how to configure and operate cloud capabilities that will expand the value of your Extreme Networks solutions.

## More Information

For more information about Customer Success offerings, contact your Extreme Networks sales representative.



<http://www.extremenetworks.com/contact>

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