

Service	How we help	Impact on your business
Process Improvement	<p>Define and implement customer success function.</p> <p>Refine existing customer success processes and define KPIs for customer experience.</p>	<p>Improve customer relationships.</p> <p>Strengthen customer retention.</p> <p>Increase recurring revenues.</p>
Implementation Services	<p>Develop the infrastructure to scale your implementation team. For B2B enterprise product startups, a successful implementation is key for customer adoption. Poor implementation will lead to poor customer experience and therefore will result in a lost customer.</p> <p>Infrastructure development includes:</p> <ul style="list-style-type: none">- Define implementation process and responsibilities- Implement technology and software to streamline implementation process. Ex. Trello, Teamwork, Asana.- Perform resource management- Help develop implementation roadmap	<p>Increase user licenses and subscription revenue.</p> <p>Promote customer referrals.</p> <p>Reduce customer churn.</p> <p>Improve CLTV.</p>
Customer Support	<p>Develop the infrastructure needed to grow a best-in-class support function. Best-in-class enterprise products are complimented by best-in-class support services. For startups, support teams are typically an afterthought and developed as customer complaints arise. This results in at-risk customers.</p> <p>Infrastructure development includes:</p> <ul style="list-style-type: none">- Define support process for customer and internal team- Develop SLA's (level 1, 2, and 3 support)- Implement support desk technology and software. Ex. Freshdesk, Confluence- Perform resource management	<p>Avoid at-risk customers.</p> <p>Enhance customer experience.</p> <p>Focus product & engineering resources on product and feature development instead of support issues.</p>

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