



Syncplicity Customer Success Program

You had us at “Hello”

From day one to year one and well beyond, our customer success team is always by your side, ensuring that your Syncplicity experience exceeds your greatest expectations.

We’re In this for the long term

Syncplicity is the ultimate enterprise-grade file sharing and collaboration solution that users love and IT pros trust. In short, we make work easier. So it’s no surprise that we take that same approach in how we support our customers. From pre-project discovery to end-user engagement and expansion, ensuring your success is more than a service — it’s our promise. Our customer success team is always on board to provide a frictionless experience for IT, administrators, and end users.

Like no other

We offer only one level of support — the gold standard. You’ll find that Syncplicity’s Customer Success Program is like no other in the industry. There are no long-term contracts to negotiate, and no third-party consulting teams to engage, ever. And as an enterprise customer, the support of our customer success team is included. It’s premium customer support without the premium.

Personal, customizable, scalable

Our customer success team takes the time to learn about your business, and utilizes a proven approach to help you get the most out of Syncplicity. From deployment to engagement, we’ll help you implement best practices, while our security, architecture, and compliance experts ensure that corporate requirements are being met. And as your business grows and changes, we’ll be there to suggest and implement modifications to fit your needs.

The team

The Syncplicity customer success team is made up of dedicated professionals, each with their own skillsets and specializations, including IT readiness, project management, engagement, architecture, security, and marketing.

Prepare to succeed

The Syncplicity customer success team provides you with the tools to succeed. How do we promise success? We employ a structured POC and deployment process and user engagement program designed to fuel your success.

From day one, our team invests the time to learn about your business to ensure a frictionless, worry-free experience. Our customer success team works with IT to promote streamlined implementation, including onboarding, deployment, and expansion. We also help increase user adoption and utilization rates, and educate end users about how Syncplicity makes doing business more productive and efficient, and simplifies their lives.

IT readiness

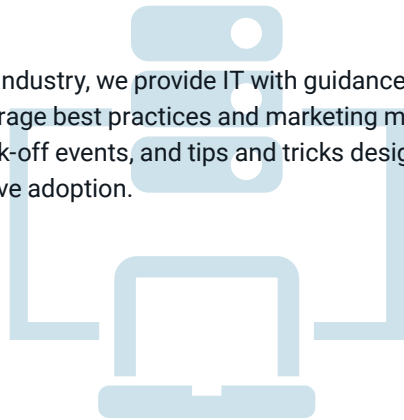
Discover	Align	Deploy
<p>From hybrid storage to detailed security features, we'll help you understand Syncplicity's features and capabilities from the inside out.</p> <ul style="list-style-type: none"> • Use case review • Security review • Infrastructure review 	<p>We'll work with you to establish success criteria and a project plan that aligns with your business use case, IT, and user requirements.</p> <ul style="list-style-type: none"> • Use case identification • Success criteria planning • Test plan determined • Test plan finalized 	<p>Based on the approved project plan, we'll help you configure Syncplicity, deploy infrastructure components, and provision users.</p> <ul style="list-style-type: none"> • Configure • Deploy • Provision

IT readiness

To create a frictionless onboarding experience for IT, administrators, and end users, we provide customers with an IT-readiness package that trains IT departments on system infrastructure changes, helps set up security and administrative controls, and ensures compliance requirements are met. The team works hand-in-hand with IT and administrators to set objectives and configure a best-fit deployment method that will drive adoption.

User engagement

Unlike any other program in the industry, we provide IT with guidance and support to drive user engagement. We leverage best practices and marketing materials, such as email nurture campaigns, kick-off events, and tips and tricks designed to help raise internal awareness and drive adoption.



User engagement

Adopt	Engage	Expand
<p>Inform Communications program designed to promote user adoption based on use case and business objectives.</p> <p>Promote Choose from a variety of options based on organization culture to introduce, promote and train users. There are opportunities for Syncplicity collateral and branded giveaways to help generate awareness.</p> <p>Adopt Users sync their files, download the mobile app, and interact with their files.</p>	<p>Tips and tricks Utilizing best practices, we have a library of tools to help IT drive user engagement that include emails, videos, and additional supportive assets.</p> <p>Track and promote Monitor and track usage patterns, promote new user-driven features that will help drive engagement.</p> <p>Business use cases Encourage business users to engage with Syncplicity beyond just syncing their files to sharing and collaborating.</p>	<p>New use cases Continue to nurture more advanced users with new use cases, moving beyond simple use cases to more advanced.</p> <p>Target lines of business Identify business leaders and teams and share best practices using proven tools and programs.</p>



syncplicity.com/customer-success



syncplicity.zendesk.com/hc/en-us/categories/200213270-User-Engagement-Center

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