Customer Success Services

Product Services for Q-Compliance and Q-Audit

Overview

Qmulos Customer Success Management (CSM) Team is your collaborative partner in helping you achieve your security and compliance goals. We support your team from kick-off, to deployment, through adoption. CSM helps risk management teams in adopting new approaches and standing up business processes; evolving the compliance role from collecting data to taking action on real-time information to improve security

- **Strategy and planning:** Develop product engagement strategy to encourage adoption
- **Stakeholder engagement:** Engage and collaborate with stakeholders to customize product and processes to meet needs of multiple teams
- **Project management and implementation:** Manage kick-off, deployment, adoption, and product support to ensure product success

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We offer the following services that can be tailored to your organization.

WHAT WE OFFER

- **Requirements interviews/workshop:** Understand pain points and gather requirements across key stakeholder teams to be included in product deployment
- **Customer success plan:** Develop organization wide definition of success for the project in relation to your strategic goals
- **Implementation roadmap:** Collaborate with your team to develop roadmap to deploy and roll out product based on team needs
- **Product adoption processes:** Develop and implement business and IA processes to encourage feedback and improvement

WHAT IT MEANS FOR YOU

- **Stakeholder buy-in:** Key teams – e.g., leadership, compliance, and security – are invested in your project success
- **Stakeholder engagement:** Key stakeholders are aligned on project goals and requirements
- **Customization:** Product (e.g., dashboards, controls) and services (e.g., deployment and training) are tailored to your org's needs
- **Successful adoption:** Relevant stakeholders regularly and effectively use Qmulos app to reduce burden and streamline their day-to-day

Reach us at **csm@qmulos.com** for further details regarding customer success services.

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