

High Velocity

Onboarding with:

Success Express

Gainsight

Over 68% of technology implementations experience marginal or outright failure - many due to change management and adoption issues.

How do you ensure that you get quick, continuous value from your investment?

Success Express:

is structured and prescriptive

enables your team to take total ownership

is based on learning from 100+ implementations

The proven methodology to:



Touch

customers at the right moment, at scale



Track

customer health across quantitative and qualitative measures



Transform

customer success processes



Gainsight has a very structured process, They make sure that we make the right decisions. I think that if I look at this time versus the last time, we were definitely much more efficient in terms of our approach, had a better implementation, and getting more value more quickly.

2-time Gainsight customer



Chad Horenfeldt
VP Customer Success
Influitive



Express Math:

Just like Influitive, you can experience the lasting benefits that implementation through Success Express offers:

11 | 3.5 | 100%

steps of continuous value

days of workshop to go live faster

guaranteed return on investment

High-touch & High-velocity

The Express Steps

- | | | |
|--------------------------------|---------------------------------|------------------------------------|
| 1. Customer & Sponsor tracking | 5. Lifecycle Reporting | 9. Engagement Analytics |
| 2. Lifecycle Cockpit | 6. NPS Surveys | 10. Triggered Email Communications |
| 3. Usage Configuration | 7. Customer 360 & External Data | 11. Triggered Rules |
| 4. Email Communications | 8. Health Scorecards | |

Accelerate with Express Workshop

- * Accelerate through first 6 Steps in 3.5 days at Gainsight HQ
- * Learn best practices and strategy from Customer Success experts
- * Meet and grow with your starting class



Workshop Agenda Topics

- Day 1: Customers & Sponsor Tracking
- Day 2: Take action in Cockpit
- Day 3: Health Scorecard and Email Communications
- Day 4: Analytics and Surveys

What our customers are saying about Success Express

"The Gainsight team did a great job and the format really let us dig into the platform and to map our process much quicker and efficiently because we were on-site."

"I think the fact that the team was on hand to help troubleshoot issues and answer questions was extremely valuable."

"The hand-ons assistance was most valuable. Also the process documentation was very well done."