From Customer Success to Business Success

Shreesha Ramdas - SVP & GM, Strikedeck-Medallia
Carlos Quezada - Head of Customer Success, Aruba-HPE
Giri Iyer - SVP of Global Support & Success, Rubrik
Damien Howley - VP of Client Success, Passport
Data Driven Decision Making Across All Touchpoints

82 NPS & 98.6% CSAT
Onboarding, ease of engagement, and rapid time to value are key factors

30% of Bookings from Repeat Buys
100% Compliance on Maintenance Contracts

Key Initiatives in AI & ML
In support delivery to enable proactive and prescriptive capabilities

GIRI IYER
SVP of Global Support & Success
Rubrik
Customer Success Starts With Employees

99.7% Retention
Of customer base while integrating three acquisitions

875 Enterprise Clients
Managed by 20 Customer Success Managers

48% of New Revenue
In 2018 via cross-sell & upsell expansion
Leveraging Automation to Drive Customer Success

**Mid Market & SMB**
With high volume tech-touch and automation

**Over 1k Tech Touches/Month**
Average Open Rate >50%
Click Rates >15%

**Accelerate Time to Value**
Initially Onboarding time >40 days
Currently trending towards ~25 days
Goal: Reduce Onboarding to 15 days for 90% of Customers
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Thank You!