

CUSTOMER SUCCESS

The way to a Reasonable CRM Sales Software or CPQ System is a tricky journey.

We, at In Mind Cloud, believe that offering software is not enough, we connect the software you need with the matching services and understand that only the success of our clients will be our success.

You can order the Customer Success Package which matches your needs. We are happy to support you in collating your requirements.



Customer Success Package	Standard	Premium	Premium+
General			
Personal Customer Success Manager (CSM)	✓	✓	✓
Access to Support Cloud	✓	✓	✓
Remote support, containing audio and video conferences, webinars and telephone hotline	✓	✓	✓
On-site welcome	-	✓	✓
On-site trainings	-	✓	✓
Up to 3 additional on-site days	-	-	✓
Pre-On-Boarding (1 - 2 weeks)			
Welcome, containing on-boarding procedure, time planning and defining success indicators	✓	✓	✓
Technical deployment	✓	✓	✓
Setup of industry and region specific pre-customizing	✓	✓	✓
Gathering detailed needs	✓	✓	✓
On-Boarding (1 - 2 weeks)			
UI adoption (including customer specific fields)	-	✓	✓
Implementing standard authorization: groups, roles and users	✓	✓	✓
Implementing complex authorization: groups, roles and users	-	✓	✓
Customizing master data	✓	✓	✓

Customer Success Package	Standard	Premium	Premium+
Customizing specific access and visibility rules	-	✓	✓
Integrate your product and price data from SAP ERP*	✓	✓	✓
Create sample model*	-	✓	✓
Integrate with your front- (SAP Cloud for Customer) and backend (SAP ERP)*	✓	✓	✓
Standard workflows	✓	✓	✓
Create non-standard workflows	-	✓	✓
Create routing	-	✓	✓
Setup Guided Selling*: 1 questionnaire	-	-	✓
Create output template (MS Excel)	-	✓	✓
Standard output template (PDF/quote document)	✓	✓	✓
Create non-standard output template (PDF/quote document)	-	✓	✓
Document and hand-over customizing	✓	✓	✓
Training & Go-Live (1 week)			
1 Key-User training (train-the-trainer concept)	-	✓	✓
1 Administrator training (train-the-trainer concept)	-	✓	✓
Up to 2 additional training session (key user or administrator)	-	-	✓
Go-Live CSM Hotline (office hours)	✓	✓	✓
Enhanced Go-Live Hotline (24/7)	-	-	✓
After Go-Live			
Normal After-Go-Live support (4 weeks)	✓	✓	✓
Direct CSM support (4 weeks)	-	✓	✓
Enhanced CSM support (up to 8 weeks)	-	-	✓
System hand-over	✓	✓	✓

*if applicable