

# Quarterly Business Review

Customer Success Portfolio – Steven Pearson

## Business Goals

- Improve adoption by 25%
- Increase retention rate
- Strengthen executive alignment

## KPIs & Outcomes

- NRR: 95%+
- CSAT/NPS above benchmark
- Expansion revenue from adoption

## Milestones & Next Steps

- Completed onboarding
- Adoption tracking live
- QBR scheduled quarterly