Script for the video: **2019-05-08 Kim's THD Customer Success Story.mp4 (3:00 minutes)**

Hi, my name is Kim Oehmichen, I am a Sr. TAM and my current accounts are Walmart, THD, and ExxonMobil. Today, I'd like to share a customer success story with you.

When I took over The Home Depot account in February 2018, just a couple of weeks after I started with Puppet, I learned from their management team that they were not very happy with our sales account experience.

For various reasons the team had been transitioning between different sales reps and SEs for the past months without keeping our customer fully informed. It all culminated when the customer's Puppet Product Owner sent an email that bounced back as undeliverable - the person was not even with Puppet anymore!

For about the next 2 months, while we were looking for a dedicated sales team, I "filled" the sales gap with the customer, because we didn't want to expose them to more different people until we hired a dedicated sales rep and SE for their account.

During this time I met with their management team and Puppet champion at their office to fully understand their pain points and become their consistent point of contact until we would introduce the new sales account team.

Our TAM relationship allowed me to build a very good rapport with our main Puppet champion and their Puppet Product Owner to become their trusted advisor and principal point of contact.

I was able to prepare them before introducing the new sales account team, preventing the customer being at an immediate defensive position.

Once we hired the Account Executive for THD, I assisted with the transition through direct involvement and support from Kurt Greening, our Sr. Director of Sales, and Tom Ellery, our VP of Americas and Field Operations.

We rebuilt our trust between THD and our sales account team by organizing a "neutral, non-sales" meeting to introduce the new Account Executive to the customer's management team and key stakeholders and let them vent and we just listened.

I arranged to bring Tom Ellery onsite as well to underline our seriousness and commitment to gain back their trust.

In the following weeks, I helped the new AE to get up to speed by sharing all my knowledge to ease the transition into his new account through several separate meetings with most of their stakeholders.

In summary, we recovered a “sour” relationship between our companies and turned it into a bright spot, by bringing consistency to the customer engagement both technically and in terms of communication.

Last but not least, we re-gained and deepened our trust with our sales account team and solidified our relationship between THD and our account team overall.

Vielen Dank und Auf Wiedersehen!