Hi [Insert Contact Name],

We've come to the end of onboarding, and it's time to transition to your long-term point of contact at [Insert Your Company’s Name], [Insert name of new POC or support team] (cc'd).

[New POC or team] will ensure you're maximizing the value you see with [Insert product/service name] while providing guidance on your long-term strategy and use of [Insert names of any tools your success team will help customers use]. They also serve as account managers and can address any account or contract questions you may have.

I've documented our work together to date, and I'd encourage you to reach out to them directly if you have any questions or topics you would like to cover. You can also contact our Customer Support team at [Insert phone number].

It's been a pleasure working with you and I wish you the best!

Sincerely,

[Your Name] 