Customer Success 360: Customer Success Managers

Unlocking the value of your Subscription in your Commvault Data Management Platform with a 360 degree level of service

Success with Commvault means achieving successful business outcomes such as increased productivity and quicker adoption, which lead to a faster return-on-investment (ROI)

At Commvault, we understand that data is critical to the success of your business. Your Commvault Data Management Solution allows for your business to simplify data management and unlock the value of your data.

As your journey begins with Commvault, we recognize the importance of your partnership with Commvault along with time to value, which is why we include a program with your subscription that will help guide you along this journey with the help of one of Commvault’s Customer Success Managers (CSMs). Their personal and proactive approach is a core component and the bedrock to your success. The CSM quickly attaches as you onboard into Commvault and works with you through your lifecycle, addressing your questions and concerns, and ensuring insight and smooth transitions between different departments within Commvault.

Your dedicated CSM is responsible for your “Customer Experience”, and they will partner with you as an extension of your Sales Team, quickly becoming your centralized point of contact for all things Commvault.

The CSM is tasked with:

• Partnering and understanding your business and industry objectives and priorities
• Assisting in aligning your business objectives and goals with Commvault’s roadmap
• Collaborating to develop strategies directed towards your business outcomes
• Aligning with your Executives to understand priorities
• Providing awareness on best practices and fundamentals
• Increasing time to value by providing guidance and oversight for faster adoption
• Advocating on your behalf and representing your business needs back to Commvault
• Managing and escalating critical situations or needs
• Aligning the proper teams for communication and feedback
• Improving networking and peer communications with customers like yourself

Commvault’s CSM Team is dedicated in helping you maximize the value in your investment, guiding you through your journey and becoming your trusted advisor.