



Customer Success 004

Your Competitive Advantage !!



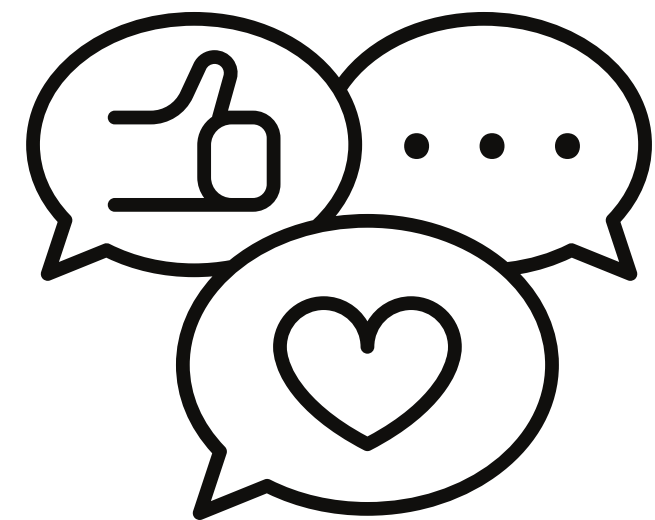
1 Pain Points

- Identify Pain Points that are your Customer's Priority
- Leverage your in-House & Contact pool resources to support your Customer
- You are now a PRIORITY to your Customer !! ➤



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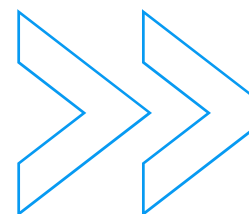


2 Feed back

➤ Welcome honest & candid feedback from your Customer

➤ While appreciation is welcome, focus on what they would like to see improved

➤ Customers who sense your hunger for betterment will feel assured.

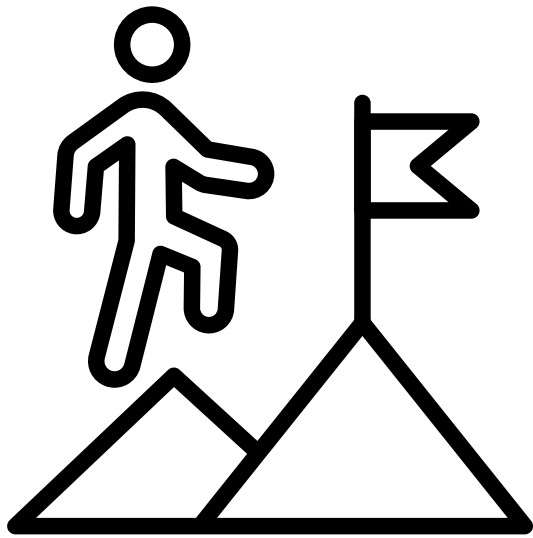




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3 Continuous Improvement



Ask the Customer what they would like to Improve



Proactively leverage Industry trends to offer possibilities



Conduct initiatives like Kaizen drives to promote CI internally

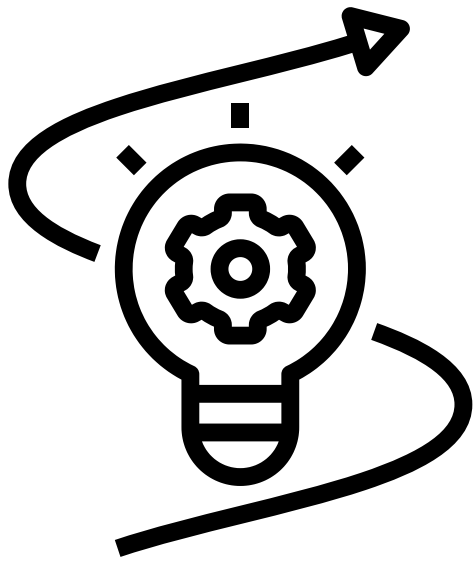




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4 Innovation



Leverage Industry Expertise to pursue Innovation



Collaborate with the customer on possible innovation initiatives



Associate with Industry bodies to be at the forefront of **#Innovation**

Kiran Varri