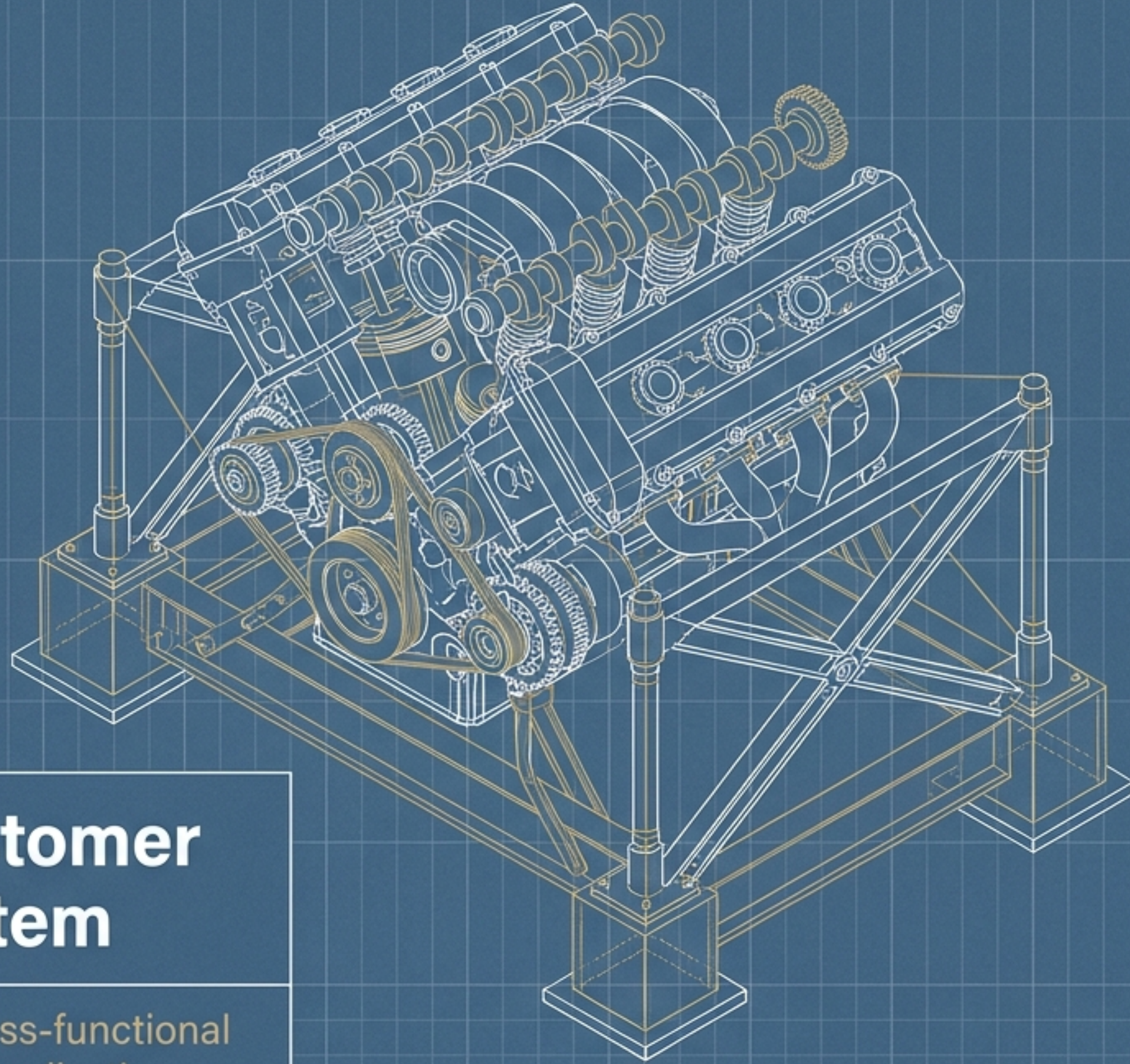
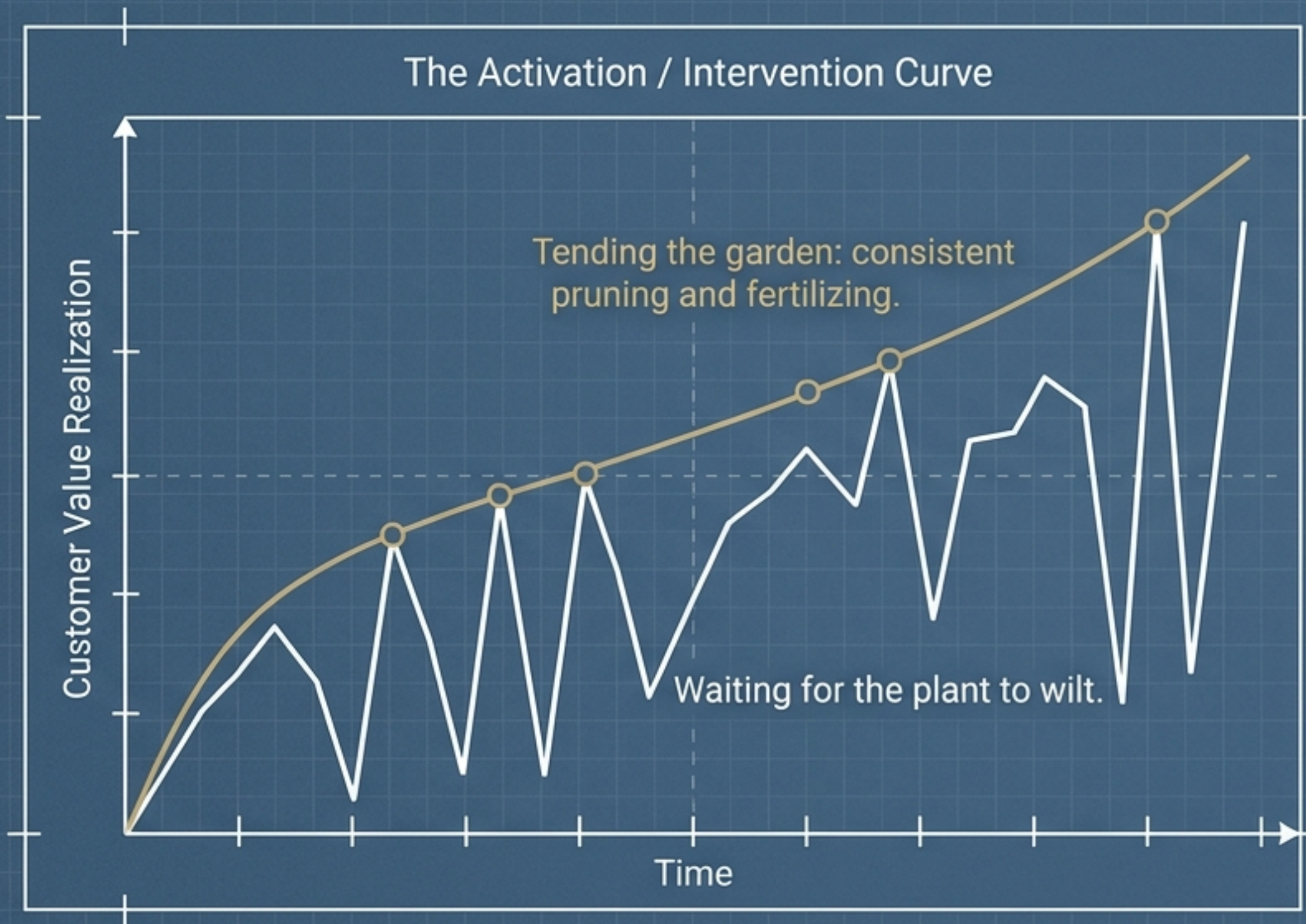




Building the Customer Success Ecosystem

An operational blueprint for cross-functional alignment and proactive value realization.

Transitioning from Reactive Firefighting to Proactive Cultivation

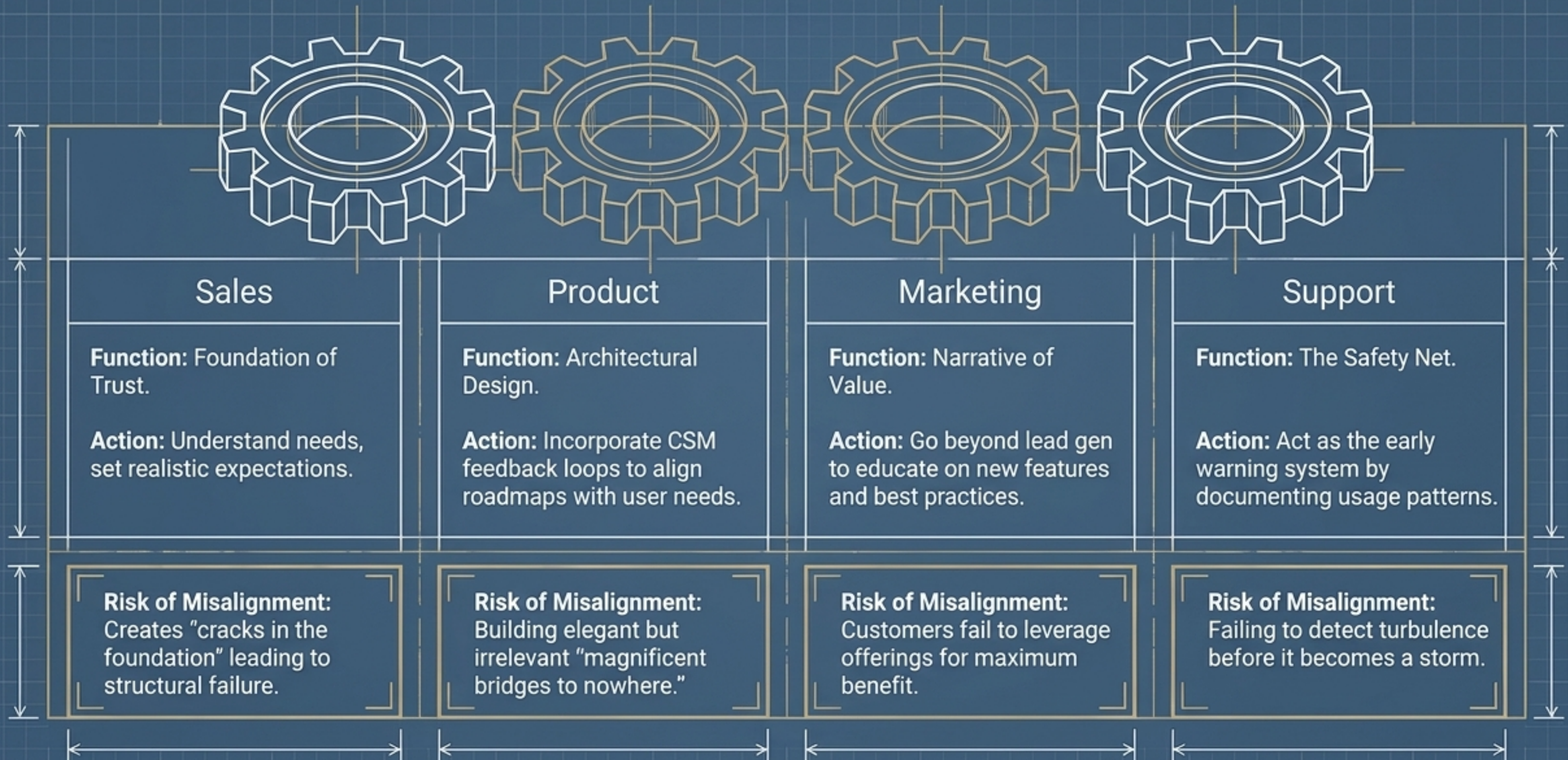


Operational Models	
Reactive Model	Proactive Model (Our Philosophy)
Wait for issue ↓ High effort ↓ Customer frustration ↓ Churn risk	Anticipate hurdle ↓ Micro-interventions ↓ Value realization ↓ Loyalty

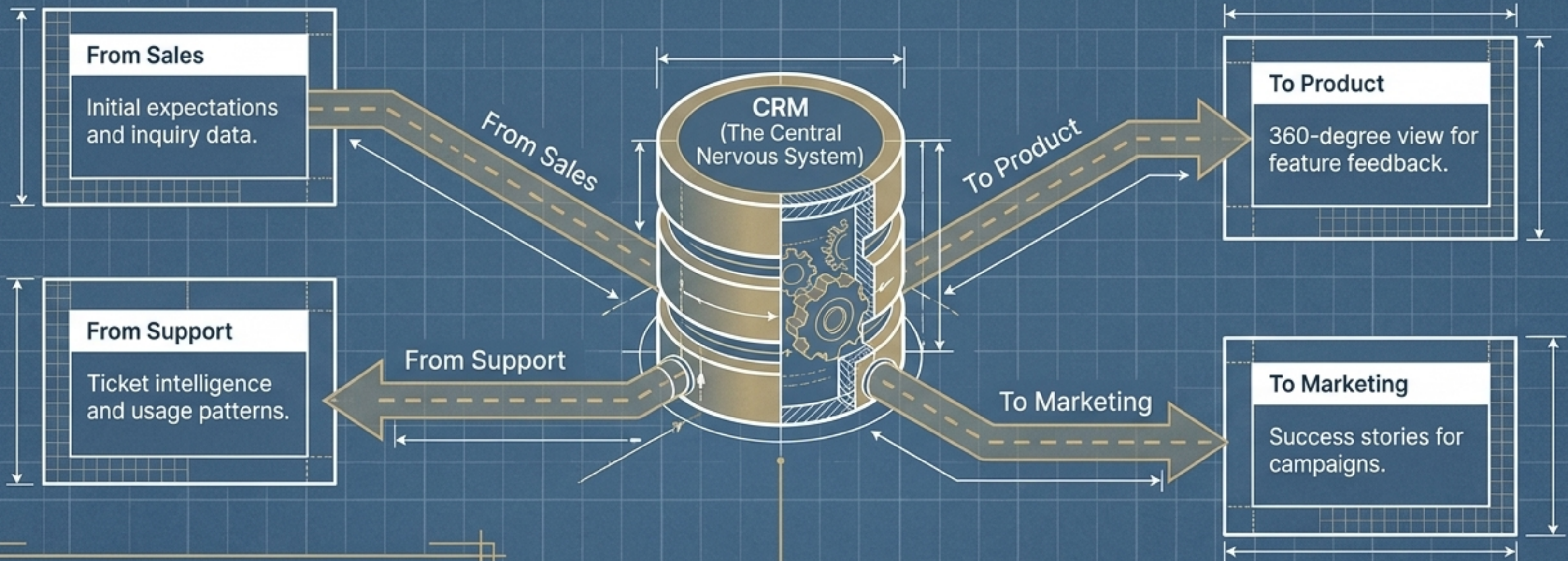
Defining the Quantifiable North Star



Cross-Functional Alignment: The Departmental Gears

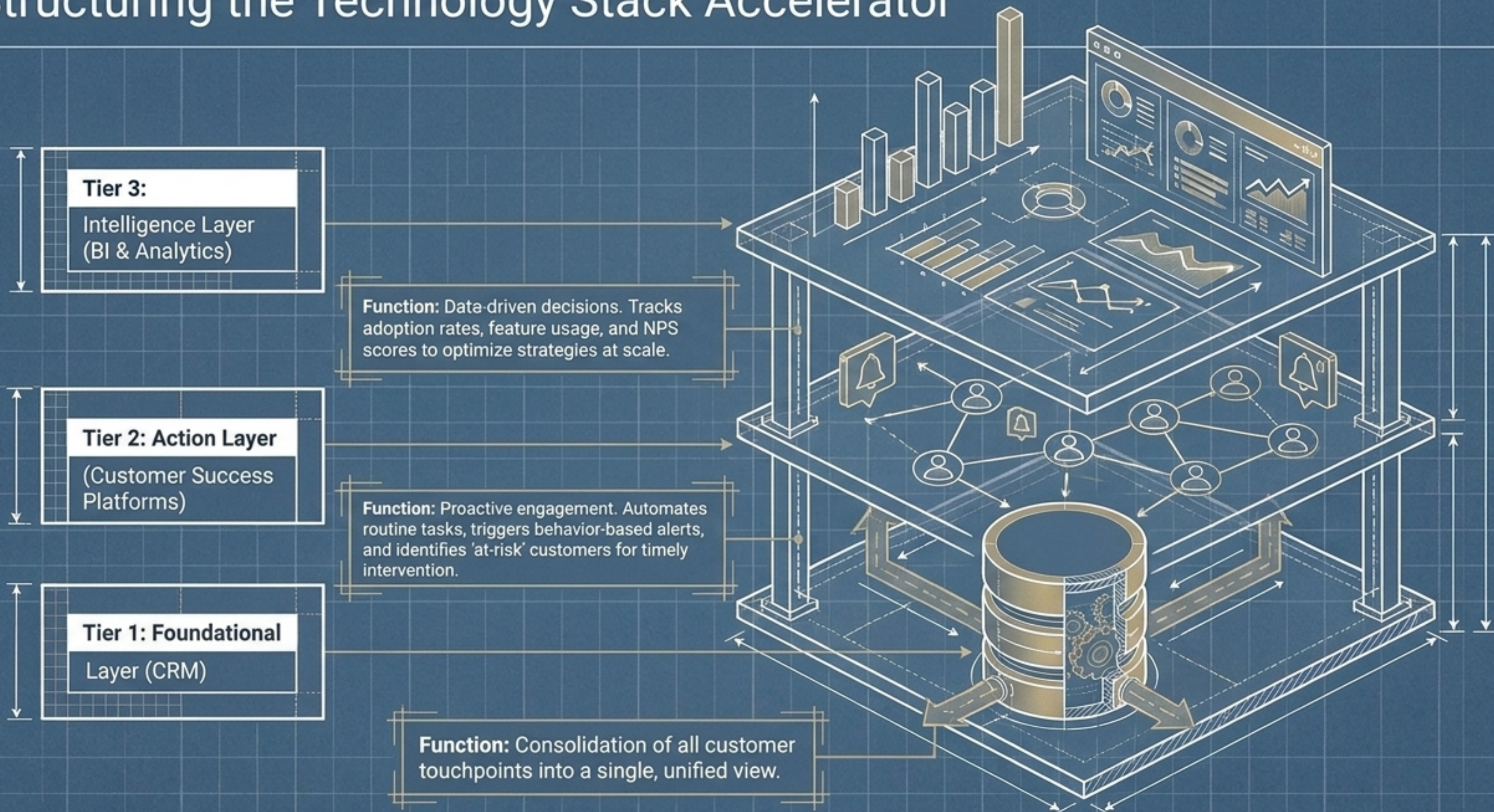


The Central Nervous System of Customer Data

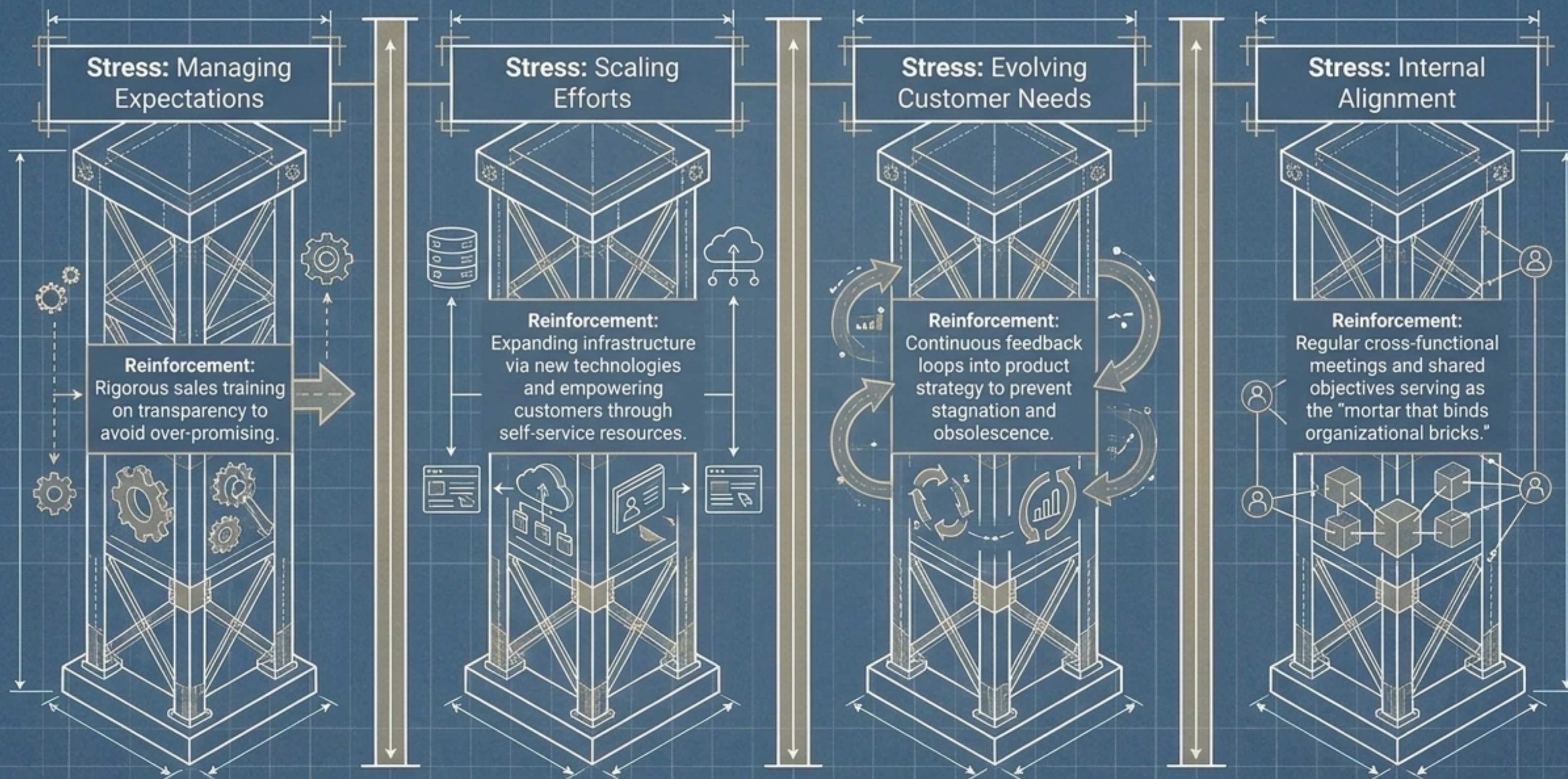


Without this robust central nervous system providing a 360-degree view, our efforts are fragmented—like trying to navigate a dense fog without a compass.

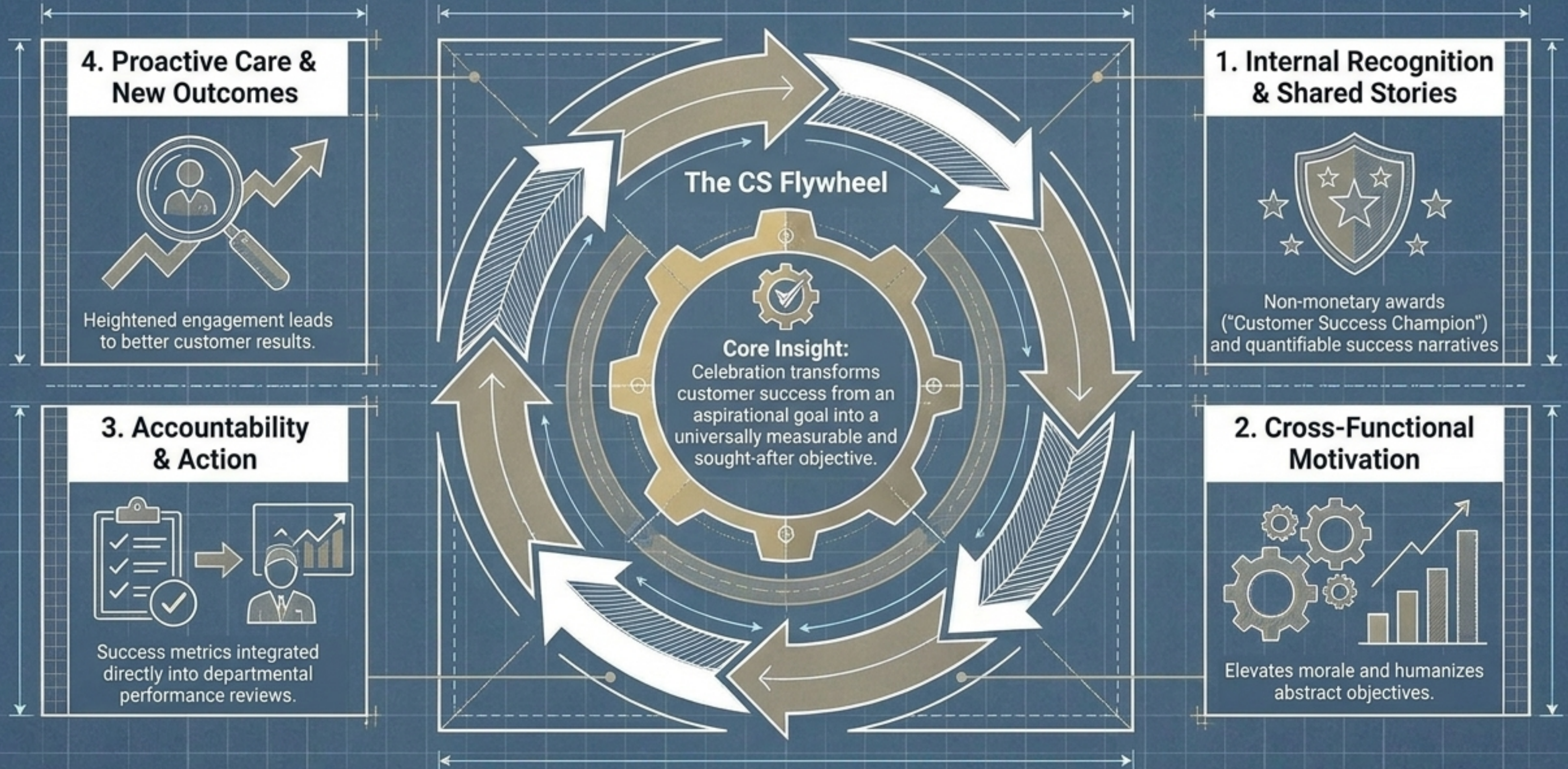
Structuring the Technology Stack Accelerator



Reinforcing the Structure Against Scaling Pressures



The Catalyst Loop: Why Celebration Drives Outcomes



Performance Telemetry: Vital Signs of a Healthy Ecosystem



15 Success Stories Shared (Monthly) - Boosting morale and collaboration.

10 Cross-Departmental Collaborations (Monthly) - Enhancing holistic solutions.

4 Internal Recognition Events (Annually) - Driving long-term culture.

In every interaction, decision, and line of code, we build a future where our customers—and we—thrive.