



USE CASE 3

BUILD CONSISTENT RESULTS AND ACTIONS ACROSS TEAMS

Piyush is the Director of Customer Success Services at an identity governance solution company. Piyush struggled with amazing customer service alongside terrible customer success. His teams were wildly inconsistent in providing customer success results he could rely on, tanking sales and renewal numbers in some quarters, yet providing outsized value in other areas.

The company's reviews were also inconsistent on social media and review sites. Vacillating between five stars and one or two stars, the reviews online were frustrating potential clients and forcing them to choose a solution with fewer capabilities but a better service rating.

"I was at my wit's end trying to figure out where the linchpin was...which lever I needed to pull to make the numbers change. I initially got [the software] to track patterns across products, departments, and regions. The ability to slice and dice and VIEW the data gave me context around customer issues."

What Piyush found with Kilterly was incredible. While the client services team were doing a great job with their lower tiers, his customer success teams at higher levels were missing the mark. Clients who paid more or who purchased a higher tier of service were not feeling the love so to speak.

"Kilterly helped take our team from reactive to proactive, quadrupling customers reached in our two highest tiers. Our team received nearly real-time alerts to ensure our higher tier clients were receiving the service they felt they deserved."

This context around their client issues created a better-aligned service and success team. Today, their team is able to boast consistent reviews, receive additional revenue at higher client service tiers, and the revenue increases are being noted by sales teams throughout the company.