



Customer Success Services

Ensure a Great Customer Experience

In today's highly competitive global market, customer experience matters. But too often, there's a temptation to grow business by chasing the next deal instead of creating value for customers. That's why successfully managing the customer experience is more important than ever, to both retain the customers you already have and grow revenue.

Shyft Global Services helps you grow your business with proven tools and expertise that allow you to deliver the best possible customer experience. Customers who are informed, supported and successfully using your solutions will naturally return to your business to continue their success, ultimately elevating your business to a new velocity of continued success, too.

Build Upon Your Success

Your customer has already determined that you're the best choice to get the job done. Shyft helps you go beyond closing the deal to create mutually beneficial relationships that enable you and your customers to better achieve business outcomes. Shyft's expert customer lifecycle management services help you build upon your initial success to:

- ▶ Increase product adoption with information and training
- ▶ Grow revenue with more renewals, up-sells and cross-sells
- ▶ Improve customer loyalty by getting in front of their needs
- ▶ Build your brand with expert services delivered on your behalf

See the Difference Shyft Makes

Shyft's unrivaled solutions help customers continue to choose your products. From streamlining business processes and making more informed decisions to capitalizing on new and existing opportunities and transforming customers into brand advocates, our services enable you to focus on growing your business. Customer success services include:

- ▶ Expert support to help you manage the customer experience
- ▶ Reporting and actionable insight to drive customer success
- ▶ Targeted plans to increase renewals and net-new revenue
- ▶ Global operations and end-to-end solutions to increase account penetration

Give Your Customers a First-Class Experience

Our experts work on your behalf to consistently grow your brand and business and intelligently service your customers. We take a people-centered approach and seamlessly blend with your team to provide:



Relationship Management: Putting your customers at the center of our universe, we act as an extension of your brand to help you secure more and deeper customer relationships and increased revenue.



Business Development: We'll take your business strategy and engage with customers to increase solution adoption, loyalty, brand preference and customer success.



Concierge Support: With expert L1 and L2 support, your customers will always have someone available to answer their questions — day and night.

About Shyft Global Services

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation.

Ready to shift your business forward?

To learn more, visit: shyftservices.com

