



Successblox: Customer Success Program with Infoblox

Customer Success with Infoblox

The Customer Success program is designed to provide a single point of contact for you to engage and partner with Infoblox. The Customer Success Manager (CSM) will act as a customer advocate that will work with you to understand your needs and coordinate with global Infoblox internal resources to optimize our products and services. This program is provided to select Enterprise SaaS (Software as a Service) customers.



As a Customer Advocate, the CSM will act as a strategic partner to help you achieve your business objectives. They will work to maximize the value from your existing Infoblox services and help you expand with additional services as needed. They will also share best practices based on Infoblox’s experience with other successful customers.

Process

An ongoing Success Plan will be jointly developed based on your Business Objectives and Goals. Quarterly reviews combined with proactive communication will reinforce the Account Plan and drive Best Practices.

The following process will be used:



Schedule

The CSM will develop a schedule with the customer for a Quarterly Review of Goals, Metrics and Account Planning.



Engagement

The CSM will reach out to the customer as needed to accomplish agreed goals and reach milestones.



Best Practices

The CSM will provide ongoing communication to supply the customer with the latest industry trends and best practices.



Customer Advocacy

The CSM advocates for the customer to ensure product roadmaps serve evolving needs.



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Benefits

The Infoblox Customer Success program will result in a strong partnership to help you meet your Security and DDI (DNS, DHCP, and IP Address Management) objectives.

Your business needs will be matched with the appropriate Infoblox products and solutions based on your global strategy.

And the CSM will work to ensure timely problem resolution, and provide you with system functionality information, implementation assistance, and training.

For more information please visit the Infoblox Customer Success Program web site at <https://customersuccess.infoblox.com>