Egress Customer Success

The gold standard for maximising business value, ensure regulatory compliance and mitigate data security risks.

For any customer, success is not just defined by delivering the right products at the right time, but by realising genuine long-term business value, as with any investment. The Egress Customer Success Program is designed to drive greater value through increased service awareness, utilisation, optimisation and improved insights that help safeguard your sensitive data.

The Egress Customer Success Gold standard is tailored for customers with more complex needs or limited time to ensure a new product is embedded correctly within the organisation. It provides a range of enhanced training services, along with regular planning and review sessions with your dedicated customer Success Manager.

Gold standard top features

1 Additional training needs targeted and addressed

2 Annual information security risk health check

3 Access to the Egress Beta Programme

Maximise ROI
Engagement planning from day 1 to maximise value across the business

Best practice guidance
The expert support you need delivered throughout the relationship

Health checks
Always ensuring maximum value from the Egress platform

Security awareness
Making sure your people have the knowledge and awareness to reduce the risk of a data breach

Why choose Egress Gold Standard?

Gold Standard offers our proven annual information security risk health check and an email security audit, allowing you to effectively scrutinise how information is being shared outside and across your organisation, helping you understand where to focus on better safeguarding your information.

The Gold Standard also provides access to the Egress Beta Programme, giving you early insight into the latest innovations in data security.

Securing 1,000+ large organisations

"We thought we knew what Customer Success was but the service Egress provided was more than we have experienced from other suppliers."

Delivery
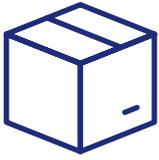
- Roll-out best practice guidance
- Roll-out consulting services
- Success Manager at no additional cost

Specialist services

- 'Risk Insight' annual health check
- Email health check and risk assessment

Product planning

- Product upgrade guidance consultation
- Membership of the Egress "Beta" programme

Support

- Premium support (08:30-18:00 Monday-Friday)

Success management

- Engagement planning from day 1 to maximise value across the business
- Post-deployment health check
- Bi-annual product and service performance reviews
- Bi-annual policy and technical health check
- Dedicated Success Manager

Training

- Bespoke refresher training
- Bespoke new-user training
- Product training course

For more information please contact your account manager or call 0844 800 0172

About Egress

Our vision is for a connected world in which people communicate efficiently and securely. To achieve this, we provide human layer security to protect individual users and stop breaches before they happen.

CESG Certified Product
Foundation Grade
DGEE378428688-1104

bsi. ISO/IEC 27001 Information Security Management

Common Criteria

NATO OTAN

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