



Egress Customer Success

Helping our customers **maximise 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 program provides a range of success propositions defined through two service standards: Silver Standard and Gold Standard, with your preferred service being provided as part of the annual subscription.

Gold benefits

- ✓ Additional training needs targeted and addressed
- ✓ Annual information security risk health check
- ✓ Access to the Egress Beta Programme

Silver benefits

- ✓ Allocated Customer Success Manager
- ✓ Post-deployment health check
- ✓ Monthly refresher training clinics



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

Gold Standard

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 offers our proven annual information security risk health check and a six-month 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.

 GOLD

Silver Standard

The Silver Standard ensures greater product awareness through refresher clinics and effective service health checks to make sure the solution continues to align with the strategic needs of your business. Silver Standard provides you with the confidence that your staff understand how to use Egress security products, ensuring sensitive data is protected at all times.



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

Customer Success Service

Providing real value by delivering the right outcomes that ensure your information is always protected.

	SILVER STANDARD	GOLD STANDARD
Delivery		
Roll-out best practice guidance	✓	✓
Roll-out consulting services	✓	✓
Success Manager at no additional cost		✓
Support		
Premium support (08:30-18:00 Monday-Friday)	✓	✓
Success management		
Success planning based upon business needs	✓	✓
Allocated Success Manager	✓	✓
Post-deployment health check	✓	✓
Bi-annual product and service performance reviews	✓	✓
Bi-annual policy and technical health checks		✓
Dedicated Success Manager (across customer lifecycle)		✓
Product planning		
Product upgrade guidance consultation	✓	✓
Membership of the Egress "Beta" programme		✓
Specialist services		
'Risk Insight' annual health check		✓
Email health check and risk assessment*		✓
Training		
Refresher clinics (monthly)	✓	✓
'Ask-the-expert' drop in sessions (monthly)	✓	✓
Bespoke refresher training		✓
Bespoke new-user training (quarterly)		✓
Product training courses		✓

*Exclusions apply

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.



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