



# 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. To ensure this, Egress has developed a Customer Success Program, 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

Tailored for more complex customers, Gold Standard combines all the benefits of Silver with a range of enhanced training services, along with regular planning and review sessions with your dedicated Customer Success Manager.

Additionally, 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 across your business and show you 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 monthly training webinars 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 |
|--|-----------------|---------------|
| <b>Delivery</b>  |                 |               |
| Roll-out best practice guidance                            | ✓               | ✓             |
| Roll-out consulting services                               | ✓               | ✓             |
| Success Manager at no additional cost                      |                 | ✓             |
| <b>Support</b>   |                 |               |
| Premium support (08:30-18:00 Monday-Friday)                | ✓               | ✓             |
| <b>Success management</b>                                  |                 |               |
| 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)      |                 | ✓             |
| <b>Product planning</b>                                    |                 |               |
| Product upgrade guidance consultation                      | ✓               | ✓             |
| Membership of the Egress "Beta" programme                  |                 | ✓             |
| <b>Specialist services</b>                                 |                 |               |
| 'Risk Insight' annual health check                         |                 | ✓             |
| Email health check (6-months) and risk assessment          |                 | ✓             |
| <b>Training</b>  |                 |               |
| Online refresher clinics (monthly)                         | ✓               | ✓             |
| 'Ask-the-expert' service (monthly)                         | ✓               | ✓             |
| Customised refresher webinars (once every 2-months)        |                 | ✓             |
| New-user introductory interactive webinars (quarterly)     |                 | ✓             |
| Roll-out webinars  |                 | ✓             |
| Customised pop-up training clinics or webinars (quarterly) |                 | ✓             |

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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