

DSI
DISYS Solutions Inc.

IMPACT
Customer
Success

DSI now offers a special service for customers called **IMPACT**, DSI's new and exciting **Lifecycle Customer Success Program** designed with the customer in mind.

IMPACT will be your onboarding and adoption specialist. DSI cares about your **I**nvestment, **M**aximization of that investment, and complete **P**roduct **A**doption through support from the **IMPACT Customer Success Team**.

Why do I need it? ← ↵

You took the important first step of purchasing IT solutions that will eliminate a problem, protect your network, and streamline your infrastructure. The problem? Many never take the next step to ensure complete product adoption. **They don't "open the box". This is where IMPACT comes into play...**

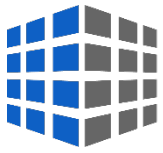
With this service, DSI will provide a **dedicated IMPACT Customer Success Manager** who will guide you through the transition from implementation to post-sales onboarding. DSI will oversee your project and demonstrate the value of that purchase alongside our highly certified engineers. DSI will work with you to create a personalized Success Plan, manage that plan to track and measure your goals, and make sure you are fully utilizing your purchased IT solutions. **Simply put, we will open the box with you.**



↵ → Next Steps

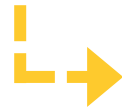
Interested? Have questions?
Contact us today:

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What's included?

	Traditional Paid Service	DSI IMPACT Service
Onboarding with sales and engineering teams	✓	✓
Highly certified engineers for design and implementation	✓	✓
Descriptive product documentation	✓	✓
Product training on-site (limit one visit)	✓	✓
Customer support for lifetime of product	✓	✓
Tech support by phone or email	✓	✓
Product renewal assistance	✓	✓
Product trade-in and upgrade programs	✓	✓
Full 360 Lifecycle support		✓
Dedicated IMPACT Manager for project lifecycle		✓
Dedicated communication line to IMPACT Manager		✓
Personalized implementation, onboarding, and training		✓
Address adoption barriers and create plans to overcome them		✓
Customized Success Plan to identify, track, and measure goals/ROI		✓
Contract Review deep-dive for consistency with goals		✓
Preferential progress check-ins and on-site visits		✓
Quarterly Reviews for reporting, functionality, ROI		✓
Share best practices and case studies of successful organization adoption		✓