

Customer Success Program

Get the most out of your ON EBX capabilities.

ADVISORY AND ENABLEMENT

Providing deliverables and driving success

The ON EBX Customer Success Program is here to help you get the most out of your ON EBX capabilities. The program includes advisory and enablement services to foster best practices, drive innovation, and provide critical resources.

A trusted advisor, not a delivery team

Customer Success complements, and does not replace, the professional services delivered by our implementation partners or your own team. Our experts engage at the right time with the right guidance, so your implementation team can deliver with confidence.



Ensure success

Expertise to support project and program objectives



Reduce risk

Best practices and governance frameworks



Accelerate time to value

Use of existing assets and experience



Knowledge transfer

Working with the customer or partner team

Program at a glance

01 Center of Excellence

Architect advice for current and future use cases

02 Architecture review

Scored observations and recommendations

03 Health checks

Alignment with ON EBX best practices

04 Advanced troubleshooting

Help in critical situations

05 Project initiation support

Guidance on project architecture and plan

06 Quality assurance

Deployment and upgrade guidance

07 Enablement sessions

Pre-packaged sessions and product training

08 Training

Goals assessment and training roadmap

THE PROGRAM SERVICES

Advisory, delivery support, and enablement

01 Center of Excellence

Get access to an architect who advises on the best use of ON EBX technology in your existing and future use cases.

- ✓ Advice on the best use of ON EBX in existing use cases
- ✓ Guidance for future use cases
- ✓ Best practices and governance frameworks

02 Architecture review

Receive feedback from a dedicated architect: a set of observations and recommendations with clear scoring, so you know where to focus.

03 Health checks

Request a detailed assessment of your ON EBX implementation to confirm it aligns with ON EBX best practices.

04 Advanced troubleshooting

In critical situations, get advanced troubleshooting activities and a liaison with the ON EBX Product Support and Engineering teams.

05 Project initiation support

When you onboard additional ON EBX capabilities, get guidance in establishing the project architecture and the project plan.

06 Quality assurance

Get guidance on an ON EBX deployment, upgrade, or enhancement delivered by your team or partner, with architectural best practices.

07 Enablement sessions

Get a set of pre-packaged enablement sessions. Sessions can be expanded into product training, for example on how to adopt the latest features.

08 Training

A training specialist helps you assess your training goals and provides a training roadmap for your team.

Start your customer success journey

Talk to your ON EBX account team about bringing the right guidance into your program, alongside your implementation partner or team.

Web onebx.com/customer-success

Sales sales@onebx.com

Support support@onebx.com

Service availability and scope may vary. Contact your ON EBX account team for details.