

# QUANTUM CUSTOMER SUCCESS MANAGER (CSM) SERVICES

Achieve your business outcomes with Quantum solutions and a Quantum Customer Success Manager

## DATASHEET

Quantum Customer Success Manager (CSM) Services are for Quantum customers with a large or complex installed base of Quantum products who require proactive, post-sales relationship support from an experienced resource who will collaborate to identify and achieve customer business objectives.

### What Can a Quantum CSM Do for You?

- Create a customer success plan customized for your account
- Manage the onboarding process
- Make customized recommendations on education and training
- Coordinate and manage a monthly Service Review/Steering Committee
- Lead a Quarterly Business Review
- Provide proactive, relevant notifications around EOL and lifecycle planning, product bulletins, software releases, and more
- Drive feature requests into Quantum product and engineering teams on your behalf
- Oversee installs, escalations, and more

Quantum offers three levels of CSM services:

CSM Service Type	What it is
Dedicated CSM	CSM that is <b>dedicated to your account</b>
Shared CSM	CSM that <b>handles multiple accounts</b>
Hourly CSM	CSM that <b>handles account work on an incremental basis through the purchase of hours</b>

Quantum technology, software, and services provide the solutions that today's organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum's end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000® Index. For more information visit [www.quantum.com](http://www.quantum.com).

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