



# CUSTOMER SUCCESS

## DATA SHEET

### Customer Success Management

Establishment of project success criteria is critical to any enterprise software implementation, but it doesn't go far enough. Customers find that their goals change over time as their businesses change and their adoption of Coupa grows. All Coupa customers have access to regular workshops to refine metrics to keep pace with their businesses. In addition, free regular training sessions and technical office hours ensure that customers stay on top of product functionality and configuration.

### Workshops and Training

- ▶ **Customer Success Metrics Workshops:** Monthly customer success metrics workshops give you the opportunity to discuss metrics and best practices with a Coupa customer success manager.
- ▶ **Best Practice Workshops:** Weekly workshops on best practices for a variety of topics delivered by Coupa subject matter experts along with customers.
- ▶ **Role Based Training:** Sometimes you need a refresher course on Coupa functionality or a new person joins your team who needs to get up to speed. Each week we focus on a different role such as buyer, accounts payable, or administrator.
- ▶ **Release Readiness Training:** Prior to each upgrade, a "What's New" guide explains new features and what to expect. Customers can attend live product sessions to discuss the latest release and future plans with the Coupa product manager.
- ▶ **Technical Support Office Hours:** Occasionally you need the opportunity to discuss technical questions with a certified Coupa technical support expert. These twice a week office hours are a great way to ask questions.