

Customer Success

Brochure

TUNGSTEN
AUTOMATION

Customer Success

Introduction

Your success is what drives us at Tungsten Automation, and keeps us focused on continuously improving our automation products. Our investment in customer success is dedicated to customers like you who are looking to transform your business and find meaningful ways to improve the experience of your own customers and staff while you leverage digital workflow transformation to make your business more efficient, more agile, and more profitable.

Making the Journey Easier

Don't just find your way; take a guide!

When it comes to business automation, it's critical to have a supplier who can act as your partner and guide. Someone who listens to your goals, knows the terrain, has scouted the way ahead, and has helped hundreds of other customers successfully navigate the same challenges you'll encounter.

So whether you're working through

- value vs complexity trade-offs as you start your digital workflow transformation journey,
- aligning stakeholders and policies to accommodate automation, or
- scaling a more mature stack of automations for long-term ease of maintenance

Tungsten Customer Success works with a cross-functional team to provide the help you'll need to get from where you are right now to the next stop on your journey toward **continuous success**.



Three Levels of Engagement

Not every customer is the same. That is why we offer three distinct levels of engagement, recognizing that customers who are doing more likely need more help. Included with every subscription is a success program tailored for the size of your automation program: for those operating on a smaller scale, we offer light-touch, community-based assistance; for larger programs, we include a comprehensive, personalized approach that brings together a selection of high-value services to strongly contribute to your short and long-term success. You also have the option to upgrade to a higher-level program if you want more assistance and peace of mind.

Talk to your Account Executive today about which plan is the best fit for your program, and what we'll need from you to make sure you get the best from your Tungsten purchase!

Premier Success: Platinum

Premier Success Platinum provides you with the following services:

- A highly dedicated named **Customer Success Manager** who will focus on your success and our long-term partnership through a high-touch personal relationship with you and your team
- A **customized success plan** tailored for your objectives, with quarterly **Executive Business Reviews** to help you monitor our partnership together and your progress toward success*
- A named **Technical Account Manager** per product
- Regular **Design Consultation** and/or **Health Checks** to help you optimize your solution
- 24 hours per day, 7 days per week online & phone **technical support**** with accelerated Support SLAs
- Annual subscription to the **Tungsten Learning Cloud** to help your team build the key capabilities that your solution will require, including 15+ **certification exams***** to ensure your team have understood key concepts
- All Silver and Gold entitlements

Premier Success: Gold

Premier Success Gold provides you with the following services:

- A named **Customer Success Manager** who will build a personal relationship with you and your team to understand what success looks like for you and help you get exactly what you need from Tungsten when you need it to progress toward that goal
- A **customized success plan** tailored for your objectives, with quarterly **Executive Business Reviews** to help you monitor our partnership together and your progress toward success*
- Regular **Health Checks** to help you optimize your solution
- Annual subscription to the **Tungsten Learning Cloud** to help your team build the key capabilities that your solution will require, including 10 **certification exams** to ensure your team have understood key concepts
- All Silver entitlements

Customer Success: Silver

Customer Success Silver provides you with the following services:

- Access to our team of **Customer Success Managers** who will respond to questions and requests for personalized help to assist you to get exactly what you need from Tungsten when you need it
- Online **technical support** via the Tungsten Customer Portal (10 hours per day, 5 days per week during local business hours)
- Access to our **Knowledgebase** where you can find articles written by Tungsten experts
- Annual subscription to the **Tungsten Learning Cloud** to help your team build the key capabilities that your solution will require

Reference Chart

	SILVER	GOLD	PLATINUM
Subscription customers			
CSM support	Light touch Shared community CSM	Medium touch Named CSM	High touch Named CSM Accelerated SLAs
Customized success plan	—	✓	✓
Executive Business Reviews	—	✓ remote only	✓ remote, plus 1 on-site per year*
Technical Account Manager (TAM)	—	—	Named per product, scales with purchase
Technical support via Tungsten Customer Portal	10x5 online support	10x5 online support	24x7 online & phone support**
Regular review of Tungsten product roadmaps	—	—	✓
Tungsten Learning Cloud	✓	Includes 10 certification exams	Includes 15+ certification exams***

* On-site or remote depending on preference. Customer will be liable for cost of travel & expenses

** English only, limited to critical cases only outside of business hours

*** 15-100 certification exams included, depending on subscription size

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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