

# Premier Success: Gold

Brochure

**TUNGSTEN**  
**AUTOMATION**

# Premier Success: Gold

## Introduction

Tungsten Automation Customer Success is delighted to be part of your automation experience. We're looking forward to working with you!

Before we get started on this journey together, there are a few things you need to know about the Tungsten Customer Success Gold service that will help us to engage with each other smoothly and make sure you can get the best from your Tungsten experience.

## Getting Started with Tungsten Customer Success

Tungsten Customer Success Gold is a more personalized service than our standard Silver program, adding two of the most commonly requested capabilities: a named CSM and implementation mentoring.

### **Named Customer Success Manager (CSM)**

We'll assign a specific CSM to work proactively with your team to understand what success looks like for you and help you get exactly what you need from Tungsten when you need it. Your CSM will arrange

- action updates every other week via email
- monthly virtual calls
- executive business reviews (remote)

**What we need from you:** an agreed set of stakeholders to commit to participate in these activities and take action where required, together with their contact details.

### **Customized Success Plan**

Your CSM will work with you to build out a customer success plan fully tailored to your needs. We'll seek to understand what success looks like to you, and how you intend to measure progress toward that goal. We'll also use this to align with you on key milestones and shared dependencies across your whole program lifecycle, and offer ways to work together to mitigate risks.

**What we need from you:** time with your program lead to review and agree your success plan. We'll update this as necessary in our monthly calls.



## Executive Business Reviews (EBR)

Immediately after your first implementation goes live, your CSM will schedule your first EBR as a virtual call, and will follow this with a steady cadence of executive business reviews thereafter to stay closely aligned on your objectives and provide advice and guidance on your strategic plans to reach these.

**What we need from you:** share your objectives and strategic planning; commit to participate in EBRs

## Implementation Health Checks

Your Tungsten CSM has engaged an elite team of Intelligent Automation experts to conduct comprehensive solution design or configuration reviews to provide recommendations on optimizing performance and scalability across the existing platform.

**What we need from you:** work with your CSM to identify highest priority pain points or areas of risk, in order to identify the activities that will best support your success.

## Training and Certification

Training is such a critical part of customer success that Tungsten provides this free of charge to all our subscription customers. Use these materials to skill up citizen developers and product experts within your team, as well as training specialists who can then train other team members as you create and evolve your custom training plans.

You'll still need team members to pass the certification exam to ensure they've understood all key concepts. Your package adds a number of certification exams that should provide good coverage across your team.

**What we need from you:** work with your CSM to define a training roadmap for your team.

## Tungsten 10x5 Technical Support

As part of your subscription, you'll also have access to our standard online technical support service via the Tungsten Customer Portal. Individual team members who have been certified on your Tungsten product(s) will be able to raise tickets to ask technical questions, get assistance with technical troubleshooting, and suggest enhancements to product features.

**What we need from you:** a list of team members who have gone through Tungsten product certification (outside the scope of this package), and have passed the certification exam, together with their contact details.

## Reference Chart

Tungsten Customer Success Gold provides our customers with the following services to drive success:

- 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 what you need to get there
- 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 (remote)
- Annual **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 help your team confirm they've understood key concepts
- Access to our **Knowledgebase** where you can find articles written by Tungsten experts.
- **Online technical support** via the Tungsten Customer Portal (10 hours per day, 5 days per week during local business hours)

	Gold	Platinum
Subscription customers		
CSM Support	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	24x7 online & phone support**
Regular review of Tungsten product roadmaps	—	✓
Tungsten Learning Cloud	✓ Includes 10 certification exams	✓ Includes 15+ certification exams***

\* 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

**If you find you need a deeper level of assistance from Tungsten on any of these topics, please contact [customersuccess@TungstenAutomation.com](mailto:customersuccess@TungstenAutomation.com) to talk with us about moving to our Premier Platinum tier.**

## 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](http://www.TungstenAutomation.com)

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