

Customer Success Plan

Onboarding

Under the care of a project manager, you will be guided to become a successful user of the Qooling platform. During the introductory meeting, goals will be set to achieve the first results. Both parties then get to work to realize the first go-live.

Tip: Start small, for example, with a module.

STEP 01



STEP 02

Value Realization

The first module is live. You will go through the feedback together with the project manager to be able to process it in the Qooling platform. The changes will ensure value creation within the organization.



Expansion

When you are satisfied with the use of the first module, we will gradually connect several modules in Qooling. Together we make a plan and roll out each module.

Important: Expansion is only possible if there is enough support within the organization.

STEP 03



STEP 04

Loyalty

After the implementation of Qooling, we keep in touch through the support desk. Aftercare is one of our most important pillars. This way, you as a customer remain a successful Qooling user.



You're in good company

QOOLING