sage Partner Summit

Expert Services to Drive Customer Success

Pascal Gaudé - Sage

Chris Schafer - Mysoft

Graham Cavan - Sage

STRONGER TOGETHER

#SagePartnerSummit

Agenda

Driving Partner and Customer Success – Pascal Gaudé

Experience – Chris Shafer – Mysoft

Enabling Partners – Graham Cavan

Why Sage Expert Services?

- Enhance professional services
- Focus on all strengths
- Invest in the right places
- Increase collaboration
- Grow the X3 ecosystem

“Focus on partner and customer success”

The Opportunity for Partner Growth

- Collaborate on value delivery
- Focus on partner capability
- Help you when needed
- Track partner success

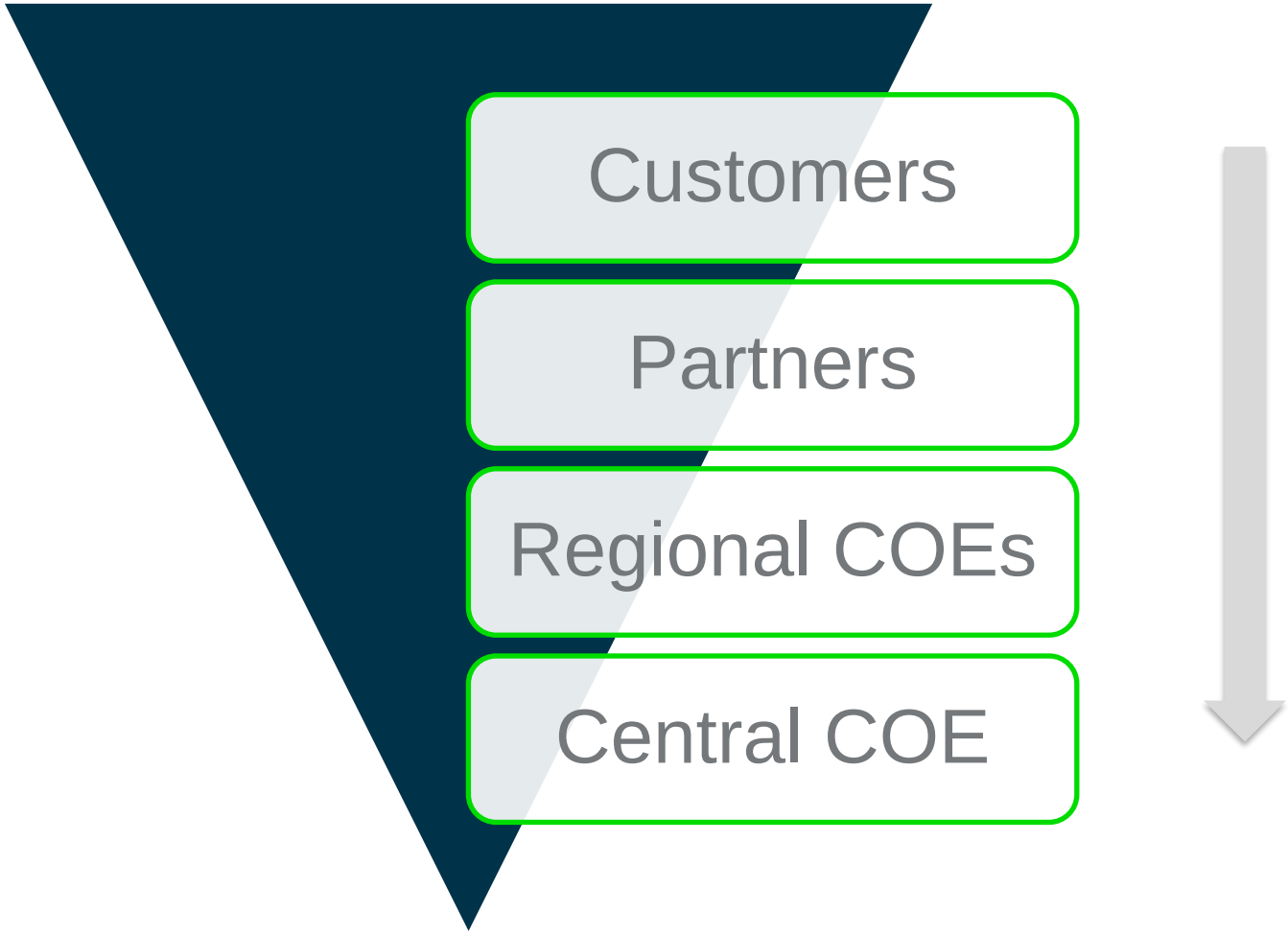
“Optimize the efficiency of implementation services and operations to achieve growth, retention, and customer success through service excellence”

Enabling Partners to Drive Customer Success

- Define the partner journey
- Create enablement pathways
- Provide badging and recognition
- Produce tools and best practices
- Manage escalations
- Deliver expert services

“Enhance enablement support to deliver improvements in customer implementation and reduction in customer escalations”

Expert Services Organization



Expert Services

Expert Training

Expert Bootcamps

- Advanced Finance
- Advanced Distribution
- Advanced Manufacturing
- Advanced Common Tools
- Advanced Development
- Advanced Architecture

On Demand Bootcamps

- Fill knowledge gaps
- Advanced Topics
- Coaching in-project & presales

Practices Factory

Remote sessions

- Practical use cases
- Storytelling
- Problem solving

Presales

Pre-sales assistance

- Demo assets
- Complex sales support

Expert Services

Health checks

- Technical & functional reviews
- Performance optimization
- System architecture
- Web Services

Expert Packages

- Core Model design
- Architecture sizing
- Implementation assistance
- Performance tunning
- Archiving, QA, etc

Methodologies

- Fast Start
- STREAM

Methodologies to Enable Success

Stream

Traditional

Flexible

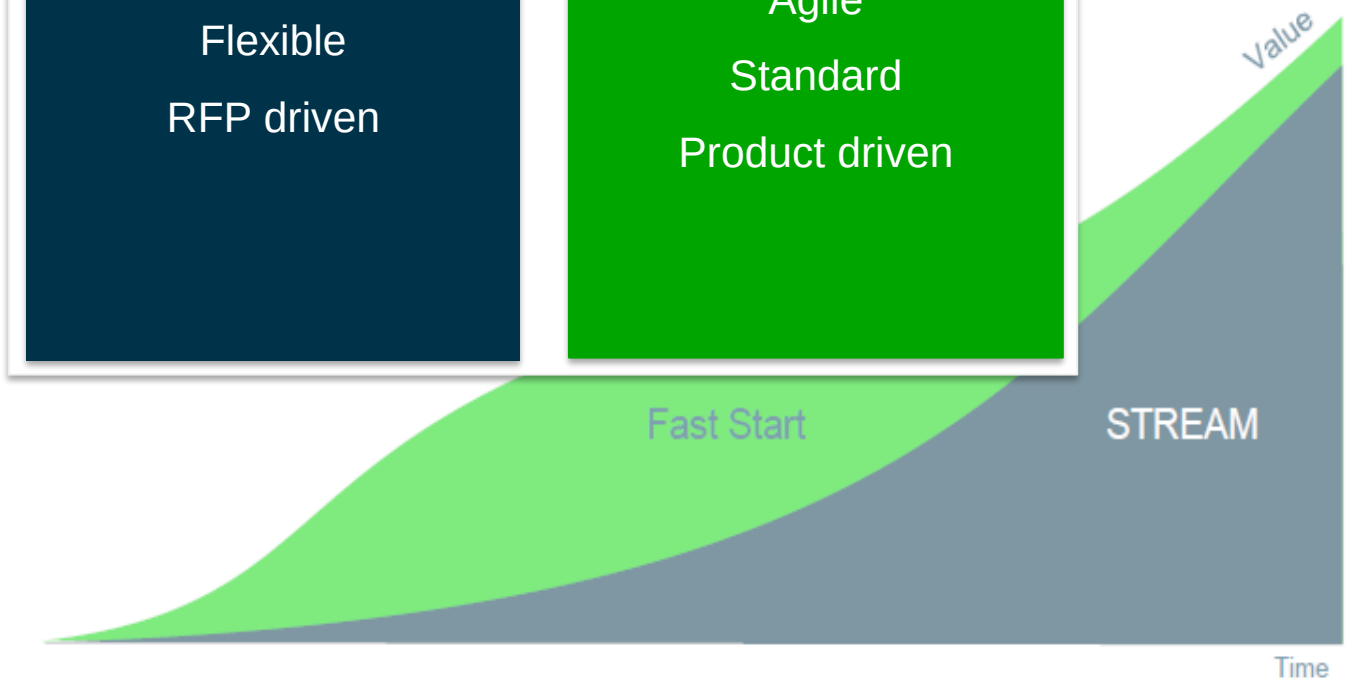
RFP driven

Fast Start

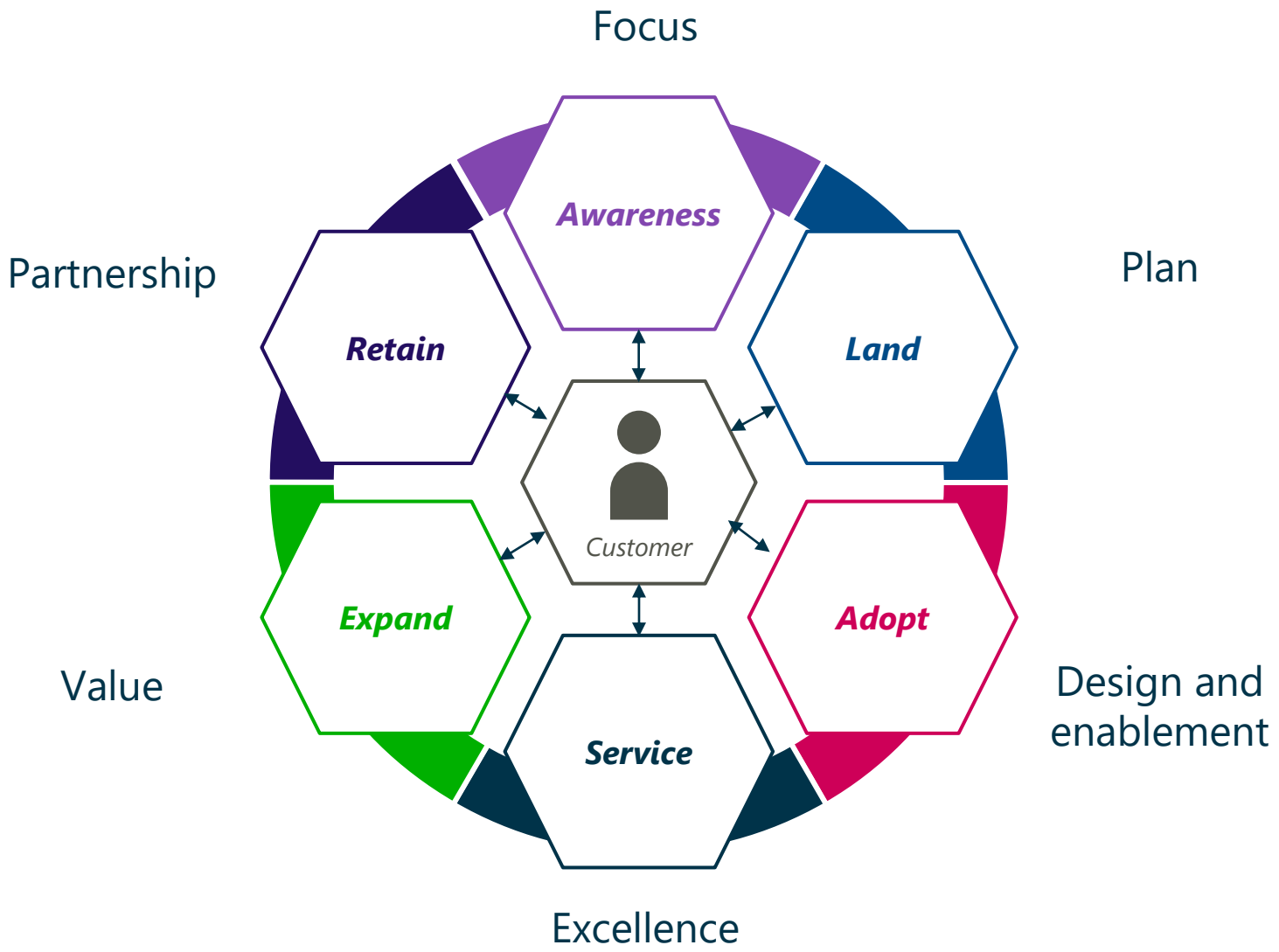
Agile

Standard

Product driven



The Customer Success Journey



Adding value with Expert Services

Chris Schafer, Managing Director, Mysoft

Enabling Partner Success

Graham Cavan

Enhanced Enablement Support

Dedicated learning paths through to Expert certification.

- **Getting started**
- **Core**
- **Additional learning**
- **Advanced**
- **Expert**

Partner learning and certification guide:

- Sage University

- Learning Services and Expert Services Virtual Booth

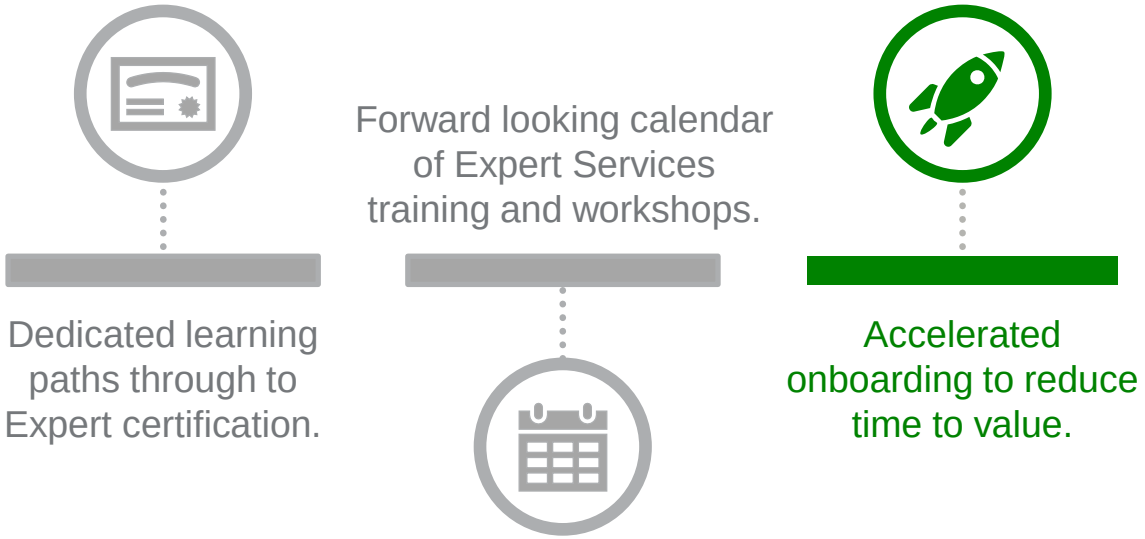
Enhanced Enablement Support

Dedicated learning paths through to Expert certification.

Forward looking calendar of Expert Services training and workshops.

- **Awareness of training**
- **Partner communications**
- **Sage colleague briefings**

Enhanced Enablement Support



- **New partners**
- **New consultants**
- **Fast track onboarding**
- **Faster time to value**

Enhanced Enablement Support

Dedicated learning paths through to Expert certification.

Forward looking calendar of Expert Services training and workshops.

Accelerated onboarding to reduce time to value.

Expert Services packages to drive value.

- **Expert Services**
- **Functional Audits**
- **Technical Audits**
- **Governance Audits**

Right level of support at the right time

Enhanced Enablement Support

Dedicated learning paths through to Expert certification.

Forward looking calendar of Expert Services training and workshops.

Accelerated onboarding to reduce time to value.

Expert Services packages to drive value.

Proactive early engagement on customer projects.

Enhanced Enablement Support

Dedicated learning paths through to Expert certification.

Forward looking calendar of Expert Services training and workshops.

Accelerated onboarding to reduce time to value.

Expert Services packages to drive value.

Proactive early engagement on customer projects.

Help us understand your Expert Services requirements.

Summary

Reshaped Expert Services

- Focus on enabling partner success
- Expert Services adds value to customer engagements
- Enhanced training and certification

Take advantage

- Utilise tools, methodologies and support packages
- Collaboration is key
- Engage early with the Expert Services teams
- Proactive conversations in business reviews with Sage

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Thank you

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