

JAGGAER Customer Success Management

Partner with an industry expert to accelerate business outcomes through your procurement ecosystem



JAGGAER CSM Partnership Overview

Your intelligent source-to-pay and supplier collaboration platform just leveled up with comprehensive Customer Success Management (CSM) Services. Choose your level of consultancy with a JAGGAER expert to fully leverage JAGGAER's capabilities, optimize your procurement processes, and accelerate business outcomes. Our CSM team is dedicated to supporting your success every step of the way, speeding your time to value.

Relationship

Build a strong, collaborative relationship with your Customer Success Manager to be your trusted advisor and coordinate all necessary JAGGAER resources, including Global Customer Care (GCC), Professional Services (PS), Product Management, and more.

Define Success

Collaborate with our experts to develop a detailed success plan tailored to your

business objectives. We'll help you establish clear adoption targets and performance goals – from direct and indirect, upstream and downstream, ensuring alignment across your procurement strategy to enhance human decision-making.

Assess Value

Harness the power of proactive analysis to monitor usage, adoption, and value KPIs continuously. In-depth performance reviews provide you with comprehensive metrics and insightful analysis to identify opportunities for optimized supplier collaboration and greater efficiency.

Maximize Solution Adoption

Elevate your procurement processes with our expert recommendations and best practices. Benefit from AI-powered tools, ongoing guidance, and 30 years of product knowledge expertise, including dedicated release reviews that ensure you stay updated with the latest features and enhancements, maximizing the adoption and impact of JAGGAER solutions.



CSM Packages

Benefits		CSM Essentials	CSM Standard	CSM Premium
Relationship	Coordinating JAGGAER Resources (GCC, PS, Product, etc.)		Soft handoff to internal teams	Active coordination
Define Success	- Developing and maintaining a Success Plan aligned with business objectives - Setting adoption targets		Annual	Bi-Annual
Assess Value	Proactively analyzing usage, adoption and value KPIs	5 Meetings per year	7-15 Meetings / Workshops per year	19-24 Meetings / Workshops per year
Maximize Solution Adoption	- Providing feature/product guidance (including releases) - Advising solution optimization to meet business objective - Providing insights on benchmarks and best practices			



Continuous Optimization

Benefit from ongoing assessments and adjustments to ensure your procurement processes remain efficient and effective.



Expert Guidance

Gain access to industry experts who understand how to leverage AI tools to manage and automate complex processes and enhance your procurement operations.



Performance Analytics

Leverage advanced analytics to track key performance indicators, monitor adoption rates, and identify areas for improvement.



Proactive Support

Stay ahead with proactive recommendations and regular reviews to maximize the value of your JAGGAER solutions.



Accelerated Time to Value

Quickly realize the benefits of your investment with strategies and support designed to expedite implementation and drive rapid results.

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