

# Customer Success Management

Expert Guidance. Real Outcomes.



## Turn Adoption Into Measurable Business Value

JAGGAER Customer Success Management (CSM) is a strategic partnership designed to maximize platform value, increase platform adoption, improve efficiency, and deliver measurable outcomes.

**30%**

**Higher Adoption Score**  
vs. customers without CSM

**20%**

**Shorter Approval Cycle Times**  
vs. customers without CSM

**“JAGGAER has enabled us to systematically identify key areas of focus in an organized and structured manner.”**

Procurement Director, Private Sector, Nordics

## Why Partner with a CSM



### Maximize Your ROI

Tailored success strategies that convert adoption into measurable results



### Enhance Your Engagement

Proactive insights and guidance that align with your business objectives



### Ensure Continuous Improvement

Tailored direction to help you get the very best from JAGGAER's new releases and innovations



**“It’s been impressive to see the proactive role JAGGAER takes to help its customers make the best use of its product.”**

System Admin, Higher Ed, North America



**“Having not only demonstrated the functionality... but made himself available to answer queries and support us during our pilot in prep.”**

Senior Systems Manager, Public Sector, UK

# Three Levels of Partnership. One Goal: Your Success

CSM Essentials	CSM Standard	CSM Premium
<b>Relationship</b>		
Light-touch coordination with JAGGAER teams	Active coordination with JAGGAER teams (GCC, PS, Product)	Active coordination & executive alignment
<b>Define Success</b>		
Foundational guidance on adoption & usage	Annual Success Plan aligned to business objectives	Bi-Annual Success Plan with advanced governance
<b>Assess Value</b>		
Usage & KPI tracking	Solution Assessments & benchmark insights	Advanced performance tracking across initiatives
<b>Maximize Solution Adoption</b>		
Feature guidance & release reviews	Best-practice recommendations & release optimization	AI-accelerated insights & proactive transformation guidance
<b>Best for</b>		
Organizations seeking structured annual value validation and foundational guidance to strengthen adoption and usage	Organizations looking for a collaborative partnership to define success, operationalize value, and continuously drive measurable outcomes	Enterprise organizations managing multiple transformation programs requiring executive alignment, proactive governance, and advanced performance tracking

Ready to maximize your JAGGAER's investment?

Contact Us