

Utilizing a Customer Success Manager to Maximize Value

Industry

Life Sciences

Products Implemented

-  JAGGAER One Platform
-  Contracts
-  eProcurement
-  Sourcing
-  Spend Management

Company Highlights

A leading global life sciences organization operating in a highly regulated and innovation-driven environment. With a complex, multi-regional procurement structure and ambitious transformation goals, the company relies on JAGGAER to support strategic sourcing, supplier management, contracts, and eProcurement processes worldwide. Focused on maximizing ROI and driving operational excellence, the organization aimed to increase global user adoption, fully leverage the value of its existing modules, and continuously strengthen its procurement capabilities in line with business growth and compliance requirements.

Business Challenge

A large global customer **needed assistance with understanding data** within their solution, promoting **user adoption** and staying up to date on **new features** with each software release. Because of the customer's complexity and many initiatives, they wanted a **dedicated JAGGAER resource** to help them achieve their specific goals within their JAGGAER solution set.

Approach to Solve

- Added on a dedicated **JAGGAER Customer Success Manager (CSM)**

Solution

Worked with CSM to:

- Develop Success Plan based on customer's specific goals
- Track spend, KPI's and adoption within JAGGAER
- Understand and implement new solutions and features tailored to customer's solution set

Metrics

- **Implemented 3 additional modules** since CSM program kickoff
- **User adoption** around the globe has **increased 40%** in the last 4 years
- Customer is considered **best in class** compared to peers with **ROI and adoption**

"We really appreciate our partnership with our CSM; we always feel like they have our best interest in mind. Their help with navigating JAGGAER and its solutions has been very valuable for our team."