



EMEA CLIENT SUCCESS TEAM

Clients are becoming used to having their IT services delivered on subscription-based models. No upfront investments but pay-as-you-go and only for services needed. The Microsoft Cloud Solution Provider (CSP) program is the fast and easy way for you to respond to clients' needs while ensuring minimal costs, an easy start and lots of opportunities to expand.

Insight offers our clients the infrastructure and expertise to embark on CSP with the addition of one unique, extra ingredient that will help them excel in their business: the Insight EMEA Client Success Team.



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Insight's Client Success Team takes the CSP licensing model to new heights by providing a range of supplementary services that elevate its capabilities. When clients partner with Insight for their cloud needs, they receive unwavering support from an Insight Client Success Manager who is fully dedicated to their success.

Our Client Success Managers offer end-to-end guidance, including comprehensive onboarding, ongoing issue resolution, deep-dive education, and training, while building a reliable foundation of trust with the client. By empowering our clients with the necessary tools and resources to maximise their CSP investment, we enable them to expand their business with certainty and confidence.

Our Client Success Managers (CSMs) are entrusted with the critical task of ensuring clients gain optimal business outcomes by successfully adopting and expanding their use of Insight cloud solutions. This involves meticulously monitoring and evaluating their usage of our offerings, proactively detecting and resolving potential roadblocks, and recommending additional consulting or managed services as needed.

To drive mutual success, our CSMs collaborate closely with each client's key stakeholders as well as Insight's internal teams to ensure their evolving needs are addressed in a timely, effective, and efficient manner.

Some advantages of partnering with an Insight Client Success Manager include:

- Multi-lingual support.
- Extensive and up-to-date market, product, and people knowledge/skills.
- Comprehensive and personalised assistance with onboarding for CSP and Cloud Commerce Experience platforms.
- A trusted advisor who will collaborate with you to identify and optimise your cloud journey.
- Active involvement in helping you scale and develop your business.
- Access to valuable knowledge sharing resources such as articles, videos, demos, and much more.
- Sparring partner to identify and optimise your cloud journey.

Key Responsibilities of a CSM:

- Ensure clients are properly on-boarded into our platforms and derive maximum value from their investment in Insight.
- Be the "voice of the customer" by introducing client stakeholders to Insight's team.
- Analyse consumption and usage data to assist client's with understanding and improving their cloud spend.
- Conducting cadence call and quarterly health accounts checks.