

EMEA Customer Success Team

Your dedicated Microsoft CSP success factor

Customers 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 Service Provider (CSP) program is the fast and easy way for you to respond to your customers' needs while ensuring minimal costs, a flying start and lots of opportunities to expand. Insight offers you the infrastructure and expertise to embark on CSP with the addition of one unique, extra ingredient that will help you excel your business: the Insight EMEA Customer Success Team.

Dedicated, subscription-long support

Insight's Customer Success Team enhances the CSP licensing model by 'wrapping' extra services around it. Once you start your journey with Insight and CSP, your Customer Success Manager will support you in every conceivable way, from the moment of onboarding throughout the entire lifetime of your CSP subscription. Your Customer Success Manager will make every effort to understand your issues, provide you with the best solutions, training and education and build a strong, trusting relationship, helping you grow your business with CSP.

Unique, full service offering

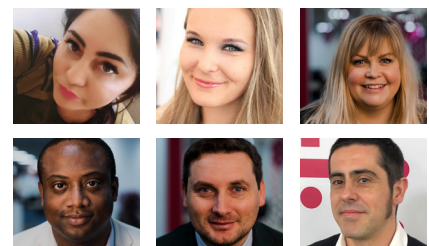
Is our Customer Success Team unique? Probably, yes, because Insight is one of the very few businesses - if not the only one - providing such a full service offering. Our dedicated Customer Success Managers offer customers across EMEA personalised, one-to-one service in their own language. They ensure a warm welcome into our organisation and successful onboarding both into CSP and into our own portals and tools. Once CSP is up and running, they continue to work with our customers so that they get the most out of their subscriptions.



Customer Success Team

Key benefits

1. Multi-lingual, dedicated Customer Success Managers
2. Extensive and up-to-date market, product and people knowledge/skills
3. Full and personal assistance with CSP onboarding and personal cloud management portal (CMP)
4. Sparring partner to identify and optimise your cloud journey
5. Engagement in helping grow your business
6. General knowledge sharing with articles, videos, demos and more



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Focal point of contact

Your Customer Success Manager becomes your primary contact into our organisation, as soon as you start the CSP onboarding process. He or she will contact you proactively and help you with all enquiries into the effective and efficient use of Microsoft CSP. From basic questions, like 'how do we add more licences' to strategic ones, such as 'how can we use our current Office 365 tools to improve data security' or 'which tools can we use to better support our clients and grow our business'. Your Customer Success Manager is the linking pin between sales, project management and service, and supports you with any issue you might have, sometimes even before it occurs.

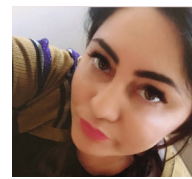
Up-to-date at expert level

The Customer Success team is fully trained and equipped with all the knowledge and skills thinkable for smooth onboarding into Microsoft CSP and help you grow your business afterwards. Regular training and updates on changing market needs, products, and solutions ensure that the team remains at the expert level you may expect, at all times.

Insight's Customer Success Managers...

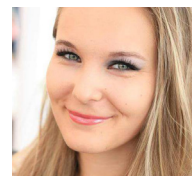
- are professional, loyal and empathic
- work across EMEA
- speak your language
- provide instant and personal support, e.g. via webchat
- focus on building and sustaining a trusting relationship
- add value
- put YOU at the heart of everything we do at Insight

Insight 



Dana Amaritei

Customer success manager
Germany, Austria,
Switzerland and UK



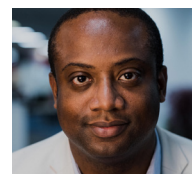
Diana Rimbu

Customer success manager
France, UK and Belgium



Karin Safwenberg- Barnes

Customer success manager
Sweden and UK



Tinizene Bestman

Customer success manager
Netherlands and UK



Enrico Di Matteo

Customer success manager
Italy and UK



Juanpe Martin Santiago

Customer success manager
Spain and UK