

A CUSTOMER SUCCESS
MANAGER **DEDICATED**
TO YOUR ACHIEVEMENT

Your Customer Success Manager (CSM) is your primary point of contact upon purchase of your VOS Cloud Software or VOS360 SaaS. Your personal CSM is by your side to ensure you have the support and information you need at all times to drive continuous success for your video business.

PERSONALIZED
EXPERTISE FOR **VIDEO**
SERVICE EXCELLENCE

You get an expert partner to explore new ways to optimize your workflows as your video services evolve and grow.

With customized recommendations to enhance your service, you can count on your CSM to respond quickly to your requests and provide the resources you require.



Customer Success Managers for Your Peace of Mind

A primary point of contact	A dedicated manager made available to you and your team during your working hours.
Consulting	Guidance, insights, recommendations, and tips based on your specific needs.
Regular updates	Early access to any relevant feature, product or software updates, and upgrade opportunities.
Continuous support	Commitment to the success of your services and your overall satisfaction.
Issue resolution & mitigation	An advocate and partner working as your personal coordinator with Harmonic teams, including TAC, Support, Sales and Services.
Connectivity & availability	Fast response time and direct communication tools.

AN EXTENSION OF
YOUR TEAM



Your CSM aims to build a sincere and professional relationship with you. Whether for feature requests, to answer service, product or billing questions, or to offer you tailored guidance on service optimization, your CSM can assist you.