ShoreGroup
You Envision… We Deliver

Who We Are

Customer Success

ShoreGroup believes that every engagement should begin and end with helping our customers achieve success. That means putting our customers first throughout the IT lifecycle. We realize that saying we're committed to this ideal is easy, so **we've also embedded our customer's success into the very fabric of how we do business.**

From the initial meeting, **we work with our customers to gather meaningful insights into their needs** and quantify how they'll measure success. We'll identify challenges, develop use cases, name the obstacles to adoption, and then map out a path to address each of these.

The success of our customers is not an afterthought. It's front and center for our organization and for everyone of our customer success managers assigned to manage IT lifecycle engagements. **The core mission of the customer success manager is to promote productive, high-touch business relationships with our customers.** This means identifying data-driven opportunities, monitoring progress at every lifecycle stage, and even making sure the right training is in place to guarantee adoption.

Others may talk about customer success. ShoreGroup has made it a part of our culture. **In the end, our success comes from engagements that result in the satisfaction and delight of our customers.**

Technology Selection

Your journey to success begins with our gaining an in-depth understanding of your business objectives and operational requirements. This knowledge will serve as the guiding principle for all of our customer success activities.

ShoreGroup will take a consultative approach to inform you of the latest industry trends, new technology, options you have, and what other companies in your space are doing to succeed. We will then form our recommendation on the technology and approach that will get you where you need to be.

Design & Deployment

During this phase, we transform the technology into the solution that will achieve your goals. Our expert engineers and project team will guide you through this collaborative process using the experience, best practices, and proven processes gained over the course of performing hundreds of successful projects. From these details we'll implement the configuration in preparation for deployment.

We'll then work with you to produce a comprehensive test plan to verify proper operation and that your specific needs will be met. This gives your technology and business owners the opportunity to see and use the solution and confirm that it's ready to go. Prior to launch, we'll also work with you to identify the methods and data that will be used to measure solution and business success.

Transition to Support

To ensure a smooth shift from deployment to ongoing operation and guarantee that your solution will be reliable and successful from day one, we'll work to transition the solution to your internal support process or our industry-leading ShorePatrol Managed Services.

Your team can also work alongside the best in the industry during the deployment process to raise their familiarity and knowledge of the technology and how it's configured for your environment, so they're equipped to manage it.

Technology Adoption

Your business goals won't be realized if the technology you are relying on doesn't get used to its fullest potential. ShoreGroup will help you gain the best advantage from technology through our proven approach that focuses on successful technology adoption.

We'll help you to design and execute a launch plan that will ensure that your new technology is embraced quickly and driving the business results you need. This includes activities such as roll-out plans, training, employee and customer communications, and post-launch tactics to gauge success and identify areas needing immediate attention.

Lifecycle Success Management

Once the solution is launched, the ShoreGroup team is focused on ensuring your success throughout the entire IT lifecycle. They will know your business, objectives, team, and processes so that we can provide expert guidance that's specific to your environment.

Available services can extend to include a designated customer success manager (CSM) that will serve as your single point of contact for success activities. The CSM will conduct routine sessions that combine your input with the insights that we have gathered. With you, they'll assess progress against your objectives and formulate a plan for going forward. Additional ShoreGroup resources will be engaged as needed to collaborate on the action plan and identify continuous improvement opportunities. This process will include guidance and recommendations on things such as:

- Configuration changes
- Workflow modifications
- Software updates
- Integration changes
- Implementing new services or features
- Manufacturer advisories
- Employee and customer communications
- Additional training