

# Veeam Enterprise Customer Success Manager

## Your success is our success

Veeam's Enterprise Customer Success Manager (ECSM) offering provides customer advocacy services that also serve as a voice of the customer internally at Veeam.

Select Customers will have access to an **Enterprise Customer Success Manager and Customer Success team** — working together to identify your data protection management milestones and proactively mapping out a plan to follow.

## Program offerings include:

- Gain an in-depth understanding of your success criteria and ensure we meet your goals — both short and long term
- Be the liaison for your needs, concerns, and feedback back to Veeam
- Assign resources to provide network analysis, on-going best practices, health checks, product training, assistance, etc.
- Provide information on latest updates, industry trends, coordinate vision road maps, so that you and your staff are well informed
- Coordinate regularly scheduled calls, of which the frequency is defined by you
- Annual Customer Success Review
- 6 Bi-monthly product demonstrations (deep dives on a product from a system engineer's perspective via a CS webinar)



We are excited to invite you and your company to Veeam's Customer Success program and to guide you through a successful journey with us.

→ Learn more

[customer.success@veeam.com](mailto:customer.success@veeam.com)

[www.veeam.com/customer-success.html](http://www.veeam.com/customer-success.html)