



Customer Success at Plex

At Plex, we're driven to create and maintain happy and successful customers. We realize that a world class software solution is only part of the equation; it's critical that the solution fits to your business needs and continues to grow with you as your organization evolves. The Customer Success at Plex program is your resource to ensure a thriving relationship between our two companies. You gain the benefit of a trusted advocate for all things Plex to help you achieve greater success in your broader ERP strategy.

Partnership

As a subscription-based business, our success is completely dependent upon you receiving continued value from the Plex Manufacturing Cloud. As such, we work with our customers to develop and maintain highly effective and productive relationships built on a foundation of trust. Our objective is to ensure that you are satisfied with your deployment of Plex and, when required, we will work as your advocate within the company to resolve potential issues or escalate them as appropriate.

“A successful business partnership is built on both trust and knowledge. Having our CSM as a point of contact that understands our needs and our business is key to our relationship with Plex.”

Christey Costantini, IT Department
Plastomer Corporation

Your Customer Success Manager partners with you to:

- Get the most from your Plex investment - customer advocacy
- Facilitate involvement in community activities, such as User Groups and PowerPlex
- Liaison between you and the Customer Advisory Board
- Coordinate meetings to develop partnership value
- Support Strategic Business Reviews and Optimization Sessions
- Provide access to Best Practices through the Plex Customer Community
- Connect you with thought leaders to support strategic growth

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Collaboration

We know Plex and you know your business—our desire is to work together to make Plex as effective and productive as it can be for you. Sometimes that means learning more about your usage of Plex to better understand where you could extend the value to more users. And sometimes, your needs may require subscribing to additional products to meet new business requirements. In any case, your CSM is the one to call when you need help.

Community

Community is a pillar of the Plex business model and the Plex Customer Community is a powerful asset for all of us. We contribute to the Community on a regular basis and we recommend that you do too. We can help you get the most from Plex with best practices and other resources through the shared success philosophy of the Plex Customer Community. Our most active users in the Plex Customer Community have gained immeasurable value through idea exchange and networking with other customers like them.



“Working directly with our Customer Success Manager has allowed me to be more successful in my job supporting our users of Plex. Having a dedicated CSM that knows us and our business reduces the time needed to address concerns and gives us the comfort level we need to be successful.”

Edward Beach, Business Analyst & Plex Champion
Cadillac Products Automotive Company

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