Koble

Introducing

Industry-Focused Client Success Teams

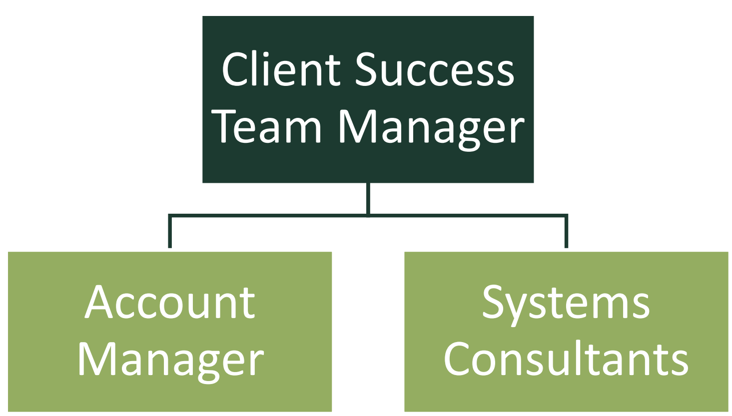
As of March 1, we divided our client services teams into three industry-specific client success teams.

These teams are cross-functional, made up of Account Managers and several Systems Consultants to provide in-depth consulting and technical support. This means that whether you have a question about year-end processes, are looking for training on a new module, or need to build out a customization, this team will be able to serve you well.

What you need to know (FAQs)

What is the structure of the new team?

Each Client Success team will be centered on specific industries. They will have an Account Manager, who will check in with you regularly to ensure that we are being an effective and helpful partner as you work towards your goals, and Systems Consultants (team members from our former Support and Solutions/Implementations teams), who will help you with any in depth technical questions, trainings, or issues you run into with the software.



Why the change?

In the past we have had separate teams that serve all our customers in every industry: one to handle account management, one to focus on implementation and consulting projects, and one to handle the day-to-day support calls.

However, the answers you need don't always fall neatly into those categories. We often found ourselves pulling members from each team to work collectively to bring you the best solution, so we thought "what if we worked this way all the time"?

We started testing out cross-functional teams more intentionally with a handful of clients to great success, moving us to roll this approach out as standard practice.

What about my projects that are already in progress?

There will be no interruption on service for projects already in progress. The team members involved in those projects will continue to work on them until they are finished. Any new projects or questions will be handled by your new Client Success Team.

Will I have the same account manager?

Maybe! Your Account Manager will be on the team most equipped to serve your specific industry, which may be the Account Manager you already are working with. If there is a change, your current Account Manager will reach out to introduce you.

How do I reach my new Client Success Team with questions?

Our contact methods are staying the same.

Phone Number: 717.442.3247

Email: mytickets@koblesystems.com

If you have any additional questions, please reach out! We are excited to serve you more wholistically in this new model, helping you tackle what's next for your business!