

Are you looking to elevate your Customer Success processes & Gainsight usage?

Wigmore will help you supercharge your existing Gainsight investment and eliminate technical and process blockages. With the experience of hundreds of successful Gainsight implementations behind us, our consultants use proven best practices to increase the positive impact of Gainsight for your team and your customers.

With a requirement of about 10 hours of your time, our four week engagement include:

- ✓ **Assess & Review**
We examine the goals of your Customer Success Organisation, including its structure, processes & workflows to identify the key areas for enhancement.
- ✓ **Usage Assessment**
Our technical platform review evaluates how effectively you are using Gainsight today.
- ✓ **Recommendations & Next Steps**
We create a list of improvement areas and a customised project plan for their execution.
- ✓ **Adoption**
We provide you with our best practice materials, templates and educational resources to enable improved execution and user adoption.

Week 1

Kickoff Project Kickoff & Discovery

Week 2

Assess & Review

- Technical Audit
- Platform
- Workflows
- Documentation

Week 3

Solution Design Review


Week 4

Actionable Outcomes Solution Design Document
Resourcing & project plan

Why choose Wigmore IT Group as your Customer Success partner?

- With over 20 years in the SaaS industry, we have more varied and relevant experience.
- With over 200 successful Gainsight CS and PX engagements under our belts, we've seen it all before!
- We take a pragmatic approach to deliver the earliest possible value to your team.
- We dismiss industry "best practice" (!) in favour of what your data, combined with our experience, tells us to do for early success.

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