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# Planview Success Accelerator

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## Maximize the Value of Your Planview Investment

The Success Accelerator options offers a Customer Success Manager to ensure your success, and offer the flexibility needed to meet changing business demands.

A Customer Success Manager can help you increase adoption, prioritize and plan an ongoing value-based solution journey while monitoring your overall Planview experience. To learn more, email [market@planview.com](mailto:market@planview.com)

Tier	Included
Tier 1	Customer Success Manager: 15 hours/quarter
Tier 2	Customer Success Manager: 30 hours/quarter
Tier 3	Customer Success Manager: 60 hours/quarter

### CSM Activities include:

- Assigned/Named Customer Success Manager (CSM)
- Scheduled quarterly customer touchpoints
- Journey road mapping
- Adoption monitoring
- Customer Care case review

### Program Guidelines:

- Price listed is for a 12-month term
- Unused hours expire each quarter
- Can draw down hours early from up to 1 future quarter

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## Accelerator Activities

### Quarterly Business Reviews

Cadence with your Customer Success Manager to review solution adoption and overall customer experience

### Adoption Monitoring

Tracking the progress of your solution adoption is important to drive change and increase the value being received

### **Journey Road Mapping**

Prioritize and plan where to get value next from your Planview solution. Build a plan documenting the value and services to achieve the desired outcomes

### **Customer Care Case Review**

Understanding your current prioritized cases and the business reasons to help the Planview Customer Care team focus on what matters most to you

**Use the info sheet below to explore these offerings in more detail:**

[Planview Success Accelerator](#)