

# First Class Customer Success

## HOW OUR CUSTOMER SUCCESS TEAM SUPPORTS YOU

ThirdPartyTrust Customer Success is a team of experts that will help you optimize your TPRM process with our platform by providing you guidance every step of the way.

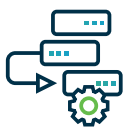
Through onboarding, adoption, and continuous improvement stages, our Customer Success team works as a strategic partner with your team.

### OUR CUSTOMER SUCCESS TEAM INCLUDES



- ✓ A dedicated Customer Success Team Manager assigned to your account.
- ✓ Free access to an Integration Engineer to help with automation and bi-directional communication between ThirdPartyTrust and other platforms (ticketing, GRC, etc.)
- ✓ Just-in-time support.

### OUR GUIDELINES FOR SUCCESS



Understand your processes, guidelines, and frameworks for performing risk assessments



Complete training to ensure your team's ability to kick off and complete third-party assessments



Configure platform to your specific needs and build out any additional specifications



Ongoing support through email and in-app chat

### CUSTOMER SUCCESS JOURNEY



Three separate 1- hour workshops.



Follow-up meetings every 2 weeks for up to the first 3 months.



Monthly meetings for follow up and status.



#### LAND Knowing ThirdPartyTrust

- ✓ Get to know the platform and service
- ✓ Meet the team

#### ADOPT Initial customer training

- ✓ Set up your profile
- ✓ Define your Impact and Trust Score
- ✓ Create your requirements for security assessments

#### LEARN Knowledge deepening

- ✓ Define your settings
- ✓ Establish vendor segmentation and views
- ✓ Develop ad hoc questionnaires (if required)

#### EXPAND Empowerment

- ✓ Leverage industry best practices
- ✓ Define findings and remediation criteria
- ✓ Work on system and data Integrations

### WHAT THEY SAY ABOUT US

"I cannot thank the Support team enough, they're always willing to go the extra mile to help with all sorts of questions and feature requests."

Charles River Labs

"The level of service that I've had from the staff at ThirdPartyTrust is remarkable. The sessions with our Customer Success Manager have been extremely helpful to set up and scale our process."

Hoxhunt

"I really appreciate ThirdPartyTrust's customer support. They fill in the gaps for us, in getting customers added to the platform and setting up expectations."

Vertafore

"Everybody at ThirdPartyTrust is great to work with. Very responsive and attentive to our needs."

Pinnacol Assurance