



CUSTOMER OBSESSING

Our **customer success consulting** services empower organizations to maximise the value they bring by connecting everyone in the idea of **customer centricity**. We provide **strategic advice and tactical plans** equipping your entire organization to deliver great experiences for customers.

We're here to assist you at any level, from impartial advice or practical assistance to enable a culture of **customer obsession** that delivers **financial results**. We always work closely with you to build an approach that works best for your business and to implement tailored and individual solutions.

WHY US

Scalable Framework

Tried-and-True Framework deployed at companies of various sizes **accelerates success**

Holistic Approach

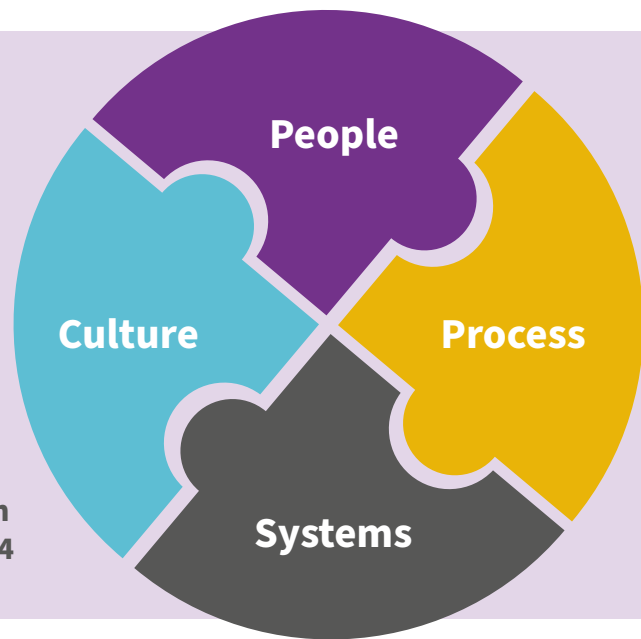
Holistic approach covering all **customer-related business areas** uniting **people, process, systems** and **culture**

Global Experience

20+ years of global experience in **EMEA, US** and **APJ** markets with local presence in EMEA and US

Proven Results

- Managed **~\$1B ARR**
- Scaled 2 companies from \$0 to >\$100M in ARR
- Achieved > **140% Net Retention**
- Increased **Net Promoter from -4 to 84**



OUR AREAS OF EXPERTISE

Because each company is unique, we design a **customized program** tailored to your specific needs. Initiatives may include:

 **Customer Success**

 **Voice of the Customer**

 **Customer Experience**

 **Customer Support**

 **Customer Advocacy**

 **Professional Services**

 **Culture & Values**

 **Employee Engagement**

 **Partner/Channel Services**

WHAT OUR CUSTOMERS SAY ABOUT US:

“Our team is very happy with the help from Customer Obsessing. A great Customer Success team makes a huge difference in retention and expansion and we are starting to see both.”

Craig Malloy, CEO, Vecna Robotics

SOUNDS GOOD? LET'S TALK

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