

Red River

Accelerate Your Success with Red River's ACE Program

Investing in technology solutions doesn't stop when you sign on the dotted line. Success requires additional time and energy to deliver the ROI you expect. Red River's new Advanced Customer Experience (ACE) program is designed to manage your technology adoption and utilization goals and drive the outcomes you need. Our ACE program is a customer-focused, value-driven initiative designed to deliver the highest rates of return on your technology decisions.

After a sale closes, many companies walk away and leave you to execute on your vision. Our ACE program gives you additional Red River support through the implementation and adoption phases. With this additional support, our customers achieve faster and more effective solution adoption.

ACE program participants will work with the Customer Experience team to develop a Customer Success Plan that helps capture business goals, outcomes, measurable KPI's and potential adoption barriers. This serves as a framework to gauge progress toward meeting your unique goals and helps to track the progress toward achieving your expected Return on Investment (ROI).

A well-versed, professional Customer Experience Manager is assigned to manage your Customer Success Plan and facilitates the action items between individual Red River business units and the OEM. Your CXM acts as your advocate throughout the engagement lifecycle, making sure your goals are always our top priority. By taking this comprehensive approach, Red River is better informed to offer recommendations on technology solutions and services that may best align with your overall business objectives. We can also help you adjust course quickly, when faced with unexpected challenges and roadblocks.

The ACE program is driven by ongoing communication between you and your CXM, supported by metrics and customer-defined KPIs. These include training status, onboarding, adoption (conversion vs. assist), OEM support, license utilization, capacity report, and others, all tailored to your individual needs. This information helps inform budgets, identifies renewal cycles and warns of upcoming Last Day of Support risks. Finally, we include adoption and utilization reports of all Red River managed assets. It's one number but gives you invaluable insight into the health of your technology.

Red River offers the ACE program as a value-added service that helps you achieve your business goals based on the investment you've already made in your business technology. It's our way of ensuring you believe in your technology solutions as much as we do.

WHAT YOU CAN EXPECT FROM ACE

- + Deep expertise: Our team is well-versed in a wide array of technology solutions and brings best practices from across a range of industries.
- + Active Listening: We are here to understand to what you need and allow you to define success – then we'll help you achieve it.
- + Flexibility: Circumstances change, and business is unpredictable. We can quickly adapt to whatever is thrown our way.
- + Measurement: We like to meet goals – yours most of all. Expect complete metric-driven reporting to drive our delivery.

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ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing 25 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

Learn more at redriver.com.