Netskope Customer Success Manager

Drive value realization with Netskope

Netskope Customer Success Manager (CSM) plays a critical role in accelerating time to value, ensuring you maximize your Netskope investment. With specialized training, our CSMs serve as strategic partners. They work closely with you to understand your unique business goals and challenges and develop a tailored success plan to drive seamless Netskope adoption.

Achieve your business goals faster with Netskope's Customer Success Managers

Netskope's Customer Success Managers (CSMs) are dedicated partners helping you navigate the adoption and optimization of the Netskope platform. With deep expertise in security and networking, along with a structured engagement model, our CSMs have successfully guided many customers like you through the process of adopting and fully realizing the value of Netskope.

Netskope CSMs:
Driving value, ensuring success, and building strategic partnerships

- Customer Success Managers focus on **aligning with your business goals** to ensure you achieve desired outcomes and faster time to value.

- They act as a **trusted advisor and customer advocate**, guiding you through adoption, operationalization, and best practices.

- Customer Success Managers **deliver regular business reviews** and build success plans, tracking your progress and ensuring you realize the full value of your Netskope investment.

- Netskope CSMs help **identify and mitigate blockers** and assist with escalations.

Key Benefits and Capabilities

Build and maintain strong relationships
with customers to foster long-term success and strategic partnerships.

Conduct business reviews
to track progress on customer objectives, highlight successes and return on investment, provide growth recommendations, and align on upcoming business changes.

Lead regular cadence calls
with customers to drive adoption, ensure the effective execution of success plans, and resolve any blockers.

Collaborate internally
with cross-functional teams to deliver a seamless, integrated customer experience.

Facilitate a fast, smooth adoption
of the Netskope platform, ensuring streamlined integration and maximum value realization.

"I've had experiences with quite a few vendors and our Netskope CSM is one of my absolute all time favorite folks to have had the pleasure of working with."

– Information Security Engineering

Large Enterprise Technology Solutions Company

netskope

The Netskope Difference

Netskope One is a modern, converged platform delivering security, network, and analytics services. Through its patented Zero Trust Engine, AI innovation, and NewEdge, one of the industry's largest and most performant private security clouds, we make it easy for our customers to defend their business and data from threats while delivering a phenomenal end-user experience.
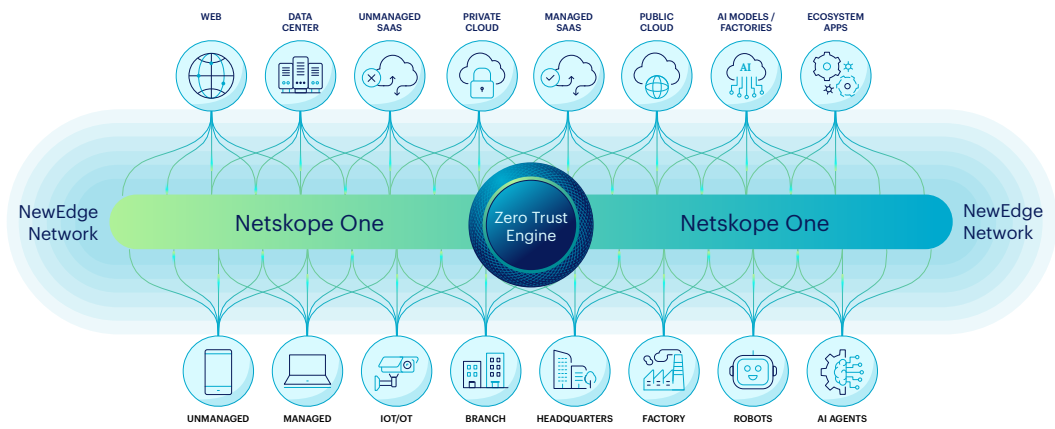
YOUR NEEDS	THE NETSKOPE SOLUTION
Analytics and business reviews	Business reviews that guide you with data-driven insights and Netskope best practices.
Success planning	Customized success plans aligned with your objectives, tracking adoption through regular reviews.
Customer advocacy	Your voice within Netskope, with access to people, documentation, and systems.
Platform adoption	Customer Success Managers equip your teams with knowledge to quickly and independently adopt the Netskope platform effectively.
Value realization	Help you achieve your business goals and desired outcomes, ensuring faster time to value with Netskope.