



Customer Success

Your Partner in Delivering Measurable Value from Your Investment in PROS Solutions



When selecting a software vendor to meet your organization’s objectives, you want a true partner that will be dedicated to your success beyond the sale. At PROS, we believe your investment in our products warrants our dedicated investment in your success.

Value Drivers

As a part of your investment in PROS, you’ll be paired with a Customer Success Manager (CSM) who will act as a concierge throughout your journey as a PROS customer. CSMs take an outcomes-based approach to your success with PROS solutions, assisting you with the right formula to drive value.

ADOPTION + ROI + BUSINESS OUTCOMES = VALUE

Your CSM is there to help you bring all of these elements together. In partnership with your CSM and PROS, you’ll be able to meet your business and adoption objectives.

Every customer receives a customized Customer Success Plan. This plan is personalized for your business needs and created in collaboration with your CSM to help you meet your objectives.

What Can PROS Customers Expect?

Customer Success Plan that includes onboarding, articulation of business objectives and roadmap for achievement, ROI projections that demonstrate the value of your PROS investment, and user adoption plan to help encourage your employees to adopt.

Executive business reviews that include periodic reviews of business outcomes and execution towards success milestones.

Education and training that provides helpful educational information regarding product features and capabilities, and identifying training opportunities based on business needs.

Advocacy that includes communicating your business needs to internal PROS stakeholders (e.g., feature enhancement requests), recommending best practices, communicating new features and providing previews of the product roadmap.

Who Is Your PROS Customer Success Manager?

- A Partner** You can feel confident knowing you have a true partner passionate about PROS products and your success.
- Proactive** We take a proactive approach toward success planning, guidance, and engagement.
- An Advocate** Your CSM is your chief internal advocate as you achieve quantifiable ROI and growth.