Champions for Your Success

LEVERAGE THE FULL POWER OF YOUR DI PARTNERSHIP THROUGH OUR CUSTOMER SUCCESS MANAGERS

Data Innovations' Customer Success Managers (CSMs) are dedicated to ensuring your lab succeeds. Through close collaboration and proactive engagement, we're here to guide your laboratory team every step of the way – from onboarding and goal setting to KPI tracking and performance optimization.

As your dedicated client advocate, your CSM ensures your voice is heard and your needs are met. Like a trusted advisor, your CSM prioritizes your satisfaction, fostering collaborative relationships that enhance your experience as a DI customer.

CSM services include:

- **Customized Success Plan** – Every lab served by a CSM receives a customized plan for success, identifying key challenges and goals. Regular business review meetings ensure that solutions remain on track.
- **Escalation Point** – Your lab's CSM serves as a single point-of-contact for all support escalations and service needs, making sure problems get addressed quickly and effectively.
- **Production Changes** – CSMs provide dedicated post go-live assistance to ensure minimal downtime with modified assays, driver upgrade coordination, and new license files installation.
- **Annual System Health Check** – Your CSM will schedule your annual system maintenance review and consult on other DI technical services that can optimize your system performance while relieving your staff of burdensome work.
- **Educational Support** – CSMs provide education and facilitate training to support your team's professional growth. They will also make you aware of potential upgrades or additional services that can bring new efficiencies to your lab and enhance your operational success.

To learn more about our Customer Success Management and Enterprise Sustainment Services, please consult your DI sales representative or email our team at: CustomerSuccess@DataInnovations.com

What Labs Appreciate About DI's Customer Success Managers

"The DI CSM team (as part of Enterprise Sustainment) was so helpful in investigating priority tickets, finding patterns with ALL our labs, and coming back with a solution that benefited our whole operation."

- *Lab manager for government health system*

"We appreciated that our Customer Success Manager arranged an onsite visit with some DI staff. We were able to solve some issues and learn more about DI products."

- *Lab information manager for government health system*

"The ongoing training and webinars that are part of Enterprise Sustainment have been a highlight for us. We love the opportunity to continue to learn and give our staff learning opportunities."

- *Information support technology assistant for enterprise health system*

"We love the annual health checks as they help ensure we are running as expected and help us catch areas where we could be more efficient."

- *Laboratory informatics manager for government health system*

Let our CSMs help you get the most from your laboratory solutions.

DI Data Innovations®
Revolutionizing the lab. Transforming patient care.