

# WHAT IS THE CLIENT EXPERIENCE

## The Client Success Team

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The BizLibrary Client Success team was designed to build long-term partnerships with clients. When you are a client of ours, we are not just a vendor, we are truly your partner. This is what you can expect:

**Alignment with Business Goals and Challenges** – For any training program to be successful, it is critical to be in line with your organization – we'll help to recognize and support those areas along with developing a plan for success.

**Personalized Technical Training** – During implementation, the technical side of our partnership is handled one-on-one with a dedicated team member to guide you through onboarding.

**Education on BizLibrary Products** – Our team will always share with you the ongoing innovations and advancements of BizLibrary's content, technology, and services.

**Documents and Resources** – From webinars to ebooks to white papers and more, we have a collection of resources that cover many client needs. These are frequently sent and provided exclusively to clients.

**Marketing and Communication Strategies** – For any training program to be successful, it must be communicated appropriately – we'll provide you access to a library of resources that can be used or repurposed for your needs.

**ROI Generation** – All program strategy is developed around how to generate ROI – understanding the alignment to the business in conjunction with cost savings are calculations we can help to support and drive towards.

**Ongoing Communication** – We believe in a high touch model and engage with our clients regularly. Clients with regular, monthly communication have the most successful programs.

**Utilization and Trending Measurements** – The Client Success team will help you map out utilization and trends over time to develop future strategies.

**Effective Launch Strategies** - During strategic implementation, we'll guide you through best practices and effective strategies to ensure a successful launch. These strategies can also carry forward into new program phases.

**Cutting Edge Training Industry Information** – We are a leader in the employee training industry and we want to provide clients with learning opportunities that are beneficial and impactful.

**Networking Opportunities** – Through our client conference, ALIGN, and our client community, we help connect clients in like industries or with common business goals and challenges.

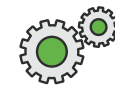


### WHO WE ARE



#### CLIENT SUCCESS MANAGER

Dedicated contact and product expert who is your guide, consultant, and advocate.



#### IMPLEMENTATION MANAGER

Deliver technical onboarding strategies and training.



#### TECH SUPPORT SPECIALISTS

Administrative and user technical support post-launch.