



## VOLO CUSTOMER SUCCESS

Volo's dedicated customer success teams are focused on helping customers grow their long-term sales growth and profitability. Customer Success Managers develop and maintain a 'flight plan' with you to set the priorities for growth. The Support teams respond to technical queries, manage communications on software maintenance and releases and collate enhancement requests.

### CUSTOMER FLIGHT PLAN - SUMMARY

#### FLIGHT PLAN 2016/2017

Customer	ABC Enterprises					
Product Category	Home & Garden					
Original launch month	April					
Main objectives	Increase GMV 40% Increase profitability 2%					
Year's target	£3.08m					
Monthly targets	April	May	June	July	Aug	Sept
	£182K	£216K	£239K	£240K	£230k	£238K
	Oct	Nov	Dec	Jan	Feb	March
	£281K	£312K	£306K	£275K	£257K	£303K
Priorities	1) Channel Coverage			Add Amazon UK Add Amazon DE Switch on FBA Connect		
	2) Listing Quality			Optimise listings for Amazon		
	3) Fulfilment & Dispatch			Switch on DEF couriers		
	4) Purchasing			Use reporting to improve supplier info		



## **ACCOUNT CARE**

Customer Success Managers conduct frequent, regular calls with you to review progress against targets and to execute together the flight plan priorities and tasks. Managers advise their customers on their multichannel business and are the point person for ongoing projects. The Success Manager is an important sounding board for your ideas and intentions.

## **TECHNICAL SUPPORT**

Volo Technical Support teams provide rapid response during business hours to customer queries via the online ticketing system and emergency chat. Response and resolution times are governed by priority level, ranging from 'business critical' to 'low'. Technical Support communicates server downtimes out of hours for maintenance and software releases and upgrades.

## **ABOUT VOLO**

At Volo, we want to help your business take off. That means stripping out the complexity that surrounds multichannel selling – and providing the world's most useful and easy-to-use ecommerce service. If you're looking to fulfill your business goals and personal aspirations, you need more than just a piece of software. You need a service, to give you the experience and support you need to take your business to new heights.

## **COMMUNICATION**

Volo deploys a structured communications schedule with you. Nominated users receive release and maintenance information via advance notice and launch emails, linking to in-depth content on Volo support suites and community forums. The Volo software platform also supports important news and messages to make sure all users of the system are informed.

## **PARTNERSHIP**

Volo takes a genuinely partnering approach with you through an 'at cost' implementation fee and a shared revenue mechanism once you start trading on the Volo platform. Customer Success teams are incentivised to help you reach your business targets within the flight plan and are therefore focused on your long-term welfare and profitability.

