



Customer Success Programs

Maximize the Value of Your Daon Investment with Tailored Professional Services

Lectura disponible en Español

At a time when technology is fast becoming commoditized, Daon offers something more: success from start to finish.

To achieve this, we offer every new customer access to an experienced team of subject matter experts, architects, and consultants who will guide you through a streamlined and pragmatic methodology that delivers consistent results quickly. In addition, this group can provide all the necessary training to your operations team, so you can hit the ground running just as soon as your implementation goes live.

Once in production, you'll have access to our best-in-class customer support team, who can provide 24/7 service with rapid response times and resolutions. You'll also be assigned a dedicated customer success manager, who will be your single point of contact with the task of maximizing your success and prescriptively leading and managing the duration of your journey with us.

Grounded in best practices but optimized to support the frenetic pace of today's business demands, this full-circle approach ensures that we don't just "ship product," but rather we map out an assured path to success throughout your journey.



"Daon stepped up to give us everything to get started... With Daon, we didn't feel like we were just another number. We had a lot of personal attention, and the team was interested in learning about our use case and helping us succeed. Others didn't offer us the same kind of support."



Julia Henderson
VP of Course Operations
Esme Learning

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Count on the right support at each step of your journey

Direct access to full lifecycle Customer Success consulting services based on our proven methodology takes you from a successful implementation to continuous improvement.

Delivery

We can support you across the entire implementation process with services including:

- Design and planning
- Installation
- Systems integration
- API support
- Branding and customization
- Project management
- Upgrade assistance
- Knowledge transfer
- Load testing
- Troubleshooting

Training

We can get your team up to speed fast and improve their skills through:

- Instructor-led classes at your location
- Virtual instructor-led courses
- Self-paced online learning

Success Management

We can be your single point of contact for ongoing improvement by:

- Planning goal-driven programs
- Setting on-going requirements and solution strategies
- Aligning activities and resources to meet your strategic goals
- Advising on best practices and methodologies
- Measuring success
- Proactively identifying risks and issues

Leverage The Daon Advantage

- 22 years of global implementation experience
- Technical architects and SMEs
- PMI Certified Project Managers
- Direct access to internal Support, Engineering, and Product Management teams
- FIDO and FIDO2 certification
- ISO 27002:2013, ISO 27018:2019 & ISO 27701:2019 certification
- Proactively identifying risks and issues

"We have worked with Daon since Atom's early days, and they have been nothing short of excellent as a partner. For me, it's very rare you find a partner that understands what you need, can flex when you need it, give world class support and, most importantly, be experts in their field."

Jon Holden, Head of Information Security at Atom Bank



Ready to maximize the value of your Daon investment?

Email us at **DCustomerSuccess@Daon.com**

to get your tailored success plan.

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