

Customer Success

Achieve your business goals and see real-world ROI from your cloud-based SaaS solutions.

Today, digitisation is at the heart of every aspect of retail, and making it all work seamlessly takes time, dedication, and expertise. With so many technologies, SaaS solutions, and other transformative investments in play – and with so much at stake – you need a partner that can help you get the most out of all your solutions and serve as a trusted resource during your ongoing transformation.

That's exactly why Sensormatic Solutions created our Customer Success practice.

How our Customer Success practice works for you

Business today is all about ongoing transformation, and our Customer Success team is here to make sure you get maximum ROI from the products, solutions, and Services you've invested in. That's why we work closely with your teams on an ongoing basis to support strategic initiatives and influence long-term change. Here's what that looks like in practice.



*You need a partner that can help you **get the most out of all your solutions and serve as a trusted resource during your ongoing transformation.***



True partnership

Your Customer Success manager (CSM) isn't just your day-to-day contact – they're a true partner, a resource you can leverage whenever needed to ensure you get the most out of your investment with Sensormatic Solutions. From technical hurdles to everyday questions, your CSM is dedicated to making sure you get the best possible results today – and in the future.

Ongoing training

From leadership to associates, we strive to make sure every member of your team has the knowledge and ability to get the most out of your products and SaaS solutions. That includes training on reporting, analytics, day-to-day use, best practices, and more. Plus, your team members also have 24/7 access to our online learning academy.

Opportunity analysis

Our Customer Success professionals aren't just there when you need them – they're always there, working on your behalf to help you succeed. That's because they conduct regular analyses to identify operational efficiencies and other opportunities you can use to achieve your goals. We're always here, always transparent – and always in your corner.

Sensormatic
by Johnson Controls



Our people and processes

Who we are

Sensormatic Solutions' CSMs don't just know our Services and solutions inside and out – they also know retail. All of our Customer Success professionals bring retail expertise from real-world experience. This means they know what it takes to succeed in today's retail environment, as well as the common pain points, obstacles, and concerns.

At Sensormatic Solutions, you're not just working with a dedicated partner – you're working with another retail expert who's been there.

Partnership at every step

Our CSMs aren't just reactive resources who help answer questions or troubleshoot challenges. They work with you at every step of the engagement – including before the engagement even starts.



Prelaunch

Before you begin working with Sensormatic Solutions, your CSM will partner with you to understand your challenges, goals, KPIs, and technology stack. They'll work with you to establish and align on goals for your initial pilot and make sure your data sources are integrated – including data from both Sensormatic Solutions and third-party providers – to ensure we're measuring what matters most.



Implementation

After a successful pilot, your CSM will work with you to craft a customised rollout plan, including how to configure your solutions, reporting capabilities, users, and KPIs. They'll also ensure every member of every team is thoroughly trained on the solution and has access to a variety of online learning resources, where applicable and as needed.



Pilot

During your initial pilot phase, your CSM will work closely with you on reporting, as well as training, to make sure all your stakeholders know the ropes – and to make sure you get maximum ROI from the pilot. Once the pilot wraps, you'll receive in-depth, customised reporting from your CSM, including a breakdown of what went well, where opportunities for efficiencies exist, and even spend versus ROI.



Ongoing partnership

From there, your CSM will continue to be your primary point of contact for questions, concerns, and troubleshooting – but that's not all. Remember, they're always working for you by proactively looking out for opportunities for improvement and delivering valuable insights on a regular basis.

Learn more about our Services

Customer Success is just one of many practice areas within our Services designed to help you innovate, execute, and succeed in hitting your goals. To learn more about how our other practice areas can help, [click here](#), or ask your Customer Success manager for more information today.



About Johnson Controls

At Johnson Controls (NYSE:JCI) we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet. With a history of more than 135 years of innovation, Johnson Controls delivers the blueprint of the future for industries such as healthcare, schools, data centres, airports, stadiums, manufacturing and beyond through its comprehensive digital offering OpenBlue. With a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world's largest portfolio of building technology, software and service solutions with some of the most trusted names in the industry.

For more information, visit www.johnsoncontrols.com or follow us [@johnsoncontrols](#) on Twitter.

About Sensormatic Solutions

Sensormatic Solutions is the leading global retail solutions portfolio of Johnson Controls powering operational excellence at scale and enabling smart and connected shopper engagement. Our intelligent digital operating platform – Sensormatic IQ – combines the full Sensormatic Solutions portfolio, including third-party data to deliver unmatched insights into shopper experience, inventory intelligence, loss prevention and operational effectiveness with advanced technologies, like AI and Machine Learning. This enables retailers to act on prescriptive and predictive data-driven outcomes to confidently move into the future.

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