

Client Success

Delivering results-driven customer support to ensure your success.

At Marketware, we don't just focus on our latest features and buttons—we focus on improving your team's efficiency and bottom-line performance. When you join the Marketware team, you'll be assigned a dedicated Client Success Executive to be with you and your team every step of the way. Our team of Executives have all formerly worked as liaisons and recruiters and have an extensive knowledge base of the industry and the product. From implementation and onboarding to your day-to-day activities, we'll be here to support and enable your organization to strengthen and grow. They'll touch base with you often—from weekly calls and emails, you'll find they're always there to keep you moving forward.



Implementation Process

Marketware implementation isn't just a 1-&-done sort of thing. Once you've joined, our Client Success team will begin onboarding your organization in 5 stages.

1. Discovery



As you get started, you'll work with your dedicated CSE to set a timeline, understand your organization's strategic priorities and set next steps.

2. Planning



In this stage, we'll work to understand your internal and external data assets and get both your software and users set up and ready to run.

3. Training



Your dedicated CSE will coordinate with you to set up online modules, virtual training, overview your claims data and facilitate live training to ensure your team is educated and ready to go.

4. Launch



We'll be ready before, during, and after launch with support for all your users, any data refining you may need, and ongoing training.

5. Onboarding



Whatever you need, our team will still be here. Your CSE will conduct regular calls to check in, offer best practices and help with any support you may need.

Ensuring Success

Once you're through implementation and your team is actively using Marketware, your Client Success Executive will not only continue to be your advocate but will also focus on providing strategic insight. This is accomplished through a routine Executive Business Review (EBR). These scheduled meetings are designed to engage your key stakeholders in understanding how optimization of Marketware can further support a positive return on investment for organizational goals and strategies.

