

## Your KnowBe4 Customer Success Team

All KnowBe4 customers receive a special commitment from us: We want to make your initial onboarding and ongoing customer experience **incredibly easy** and **wildly successful**.

KnowBe4 Customer Success Managers (CSM) are trusted advisers who work with you to tailor your program requirements based on your organizational goals, objectives and desired outcomes. Included as part of your product subscription, KnowBe4's Customer Success Team spans the globe, ensuring timely support no matter where you're located.

The KnowBe4 Customer Success team is one of the secrets to our (and your) success with human risk management, and has resulted in the highest user satisfaction ratings in the entire industry based solely on user-provided feedback. Together, we can improve the security culture at your organization. Here's what you can expect from your KnowBe4 customer success experience:

### Quick and Easy Onboarding

As soon as your purchase process is complete, one of our CSM team members will reach out to you. The KnowBe4 CSM team will help ensure an easy and timely onboarding experience, all at no additional cost to you. The KnowBe4 CSM team is an available resource for you to help get the **onboarding tasks done quickly**. This helps accelerate your time-to-value with the KnowBe4 platform.

### Support Throughout Your Journey

Our Customer Success experts provide additional support post-onboarding to ensure you are getting real results with our platform not just today, but year after year. As we roll out fresh content, new features, product updates and more, we'll ensure you always have access to the latest information in order to **maximize your success** with the KnowBe4 platform.

KnowBe4 CSMs are subject matter experts in all KnowBe4 products and ensure continuous support so that you get the maximum value from all KnowBe4 products. Additionally, your CSM will act as your liaison for tech support assistance, **reducing time and effort** from your team.

### Maximized Value

The KnowBe4 CSM team helps you proactively **monitor key metrics**, ensuring you get maximum value of your KnowBe4 platform. In other words, KnowBe4 CSM's are dedicated to making your program wildly successful, and your users enthusiastic fans.

### Industry Leading

- ▶ It's no wonder our customers have honored us with an industry-leading Net Promoter Score (NPS), which measures the willingness of customers to recommend a specific platform, and our average customer satisfaction score (CSAT) is over 98 percent.

