



Client Services

A successful training program requires planning, execution and ongoing evaluation.

Tooling U-SME's **Client Success Managers** (CSMs) will be there to assist you throughout your training journey. Your Tooling U-SME CSM is not just a voice at a call center, but rather someone who will work with you to learn about your company, your goals and how to accomplish your training initiatives.

A Client Success Manager means getting it right from the start.

As you begin planning the rollout of your training initiatives, your CSM will assist you and your team by providing guidance and offering best practices options for putting together a game plan that sets up your training for success.

BENEFITS OF TOOLING U-SME'S CLIENT SERVICES

Your Client Success Managers are available to:

- Assist in identifying training team members.
- Discuss goals and milestones for the whole team, such as "Where do you want to be in 60/90/180 days?"; "Are there incentives for taking and or completing the training?"
- Work with you to create a training plan, including best practices for setting up a training room and scheduling your associates training.
- Educate staff on how to best utilize our Administrative Center to fit the needs and requirements of your program.
- Help set expectations for your documentation and reporting goals.

Our commitment to you is a long term partnership. We want to ensure you are getting the most out of your investment. As part of our process, we will also provide:

- Administrator training for your team.
- Assistance with kick-off training for your end-users.
- Continual monitoring and availability during the lifetime of your program.

Proactive support: Follow-up meetings to track progress, continue to fine tune the plan.

Your CSM knows the goals you have established and will continue to monitor your progress. After you have implemented the program, we're available to answer your questions, and we can also set a schedule for periodically checking in to review your progress and work with you to fine tune your plan or adapt to changes. Together, we can walk through challenges and solutions.

