



INFINITE RENEWALS  
POST SALES SAAS EXPERTS

# POWERING **CUSTOMER EXPERIENCE** THAT **DRIVES BUSINESS OUTCOMES**

B2B SAAS MANAGEMENT CONSULTANTS WHO HELP YOU **DEFINE, STRUCTURE AND OPTIMIZE** POST-SALES CUSTOMER **STRATEGIES**



## FOCUS ON **CUSTOMERS**

Your biggest asset is the customers you already have. Make sure they stick with you for the long run.



## WE ARE **SPECIALIST**

Infinite Renewals specializes in defining, structuring, and optimizing your current processes while providing proven solutions to reduce churn and increase recurring revenue.

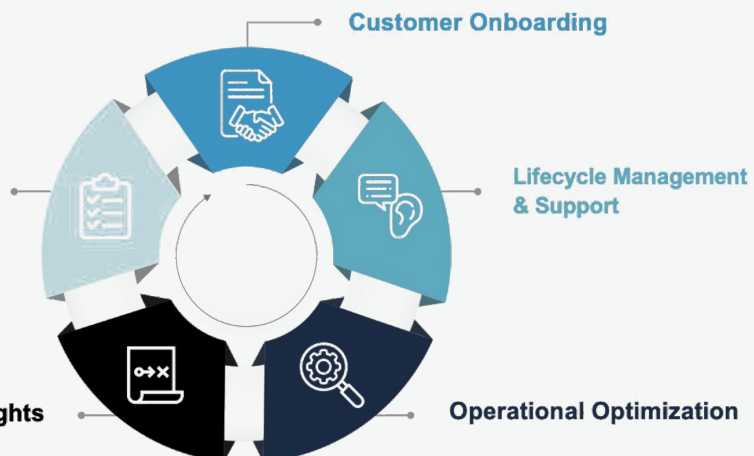
**HAVEN'T PUT MUCH THOUGHT INTO YOUR **POST-SALE EXPERIENCE?** DESPERATELY NEED A REVAMP? WE'RE YOUR PEOPLE!**

## CLIENT **EXPERIENCE MATTERS**

RAISING **CUSTOMER EXPERIENCE** TO **DRIVE BUSINESS** AT ALL STAGES

Brand Differentiator

Data and Insights



Customer Onboarding

Lifecycle Management & Support

Operational Optimization

# HOW WE CAN HELP

With over 20 years of executive and operating experience, our team of industry ninjas has the know-how to act as a fractional Head of Customer Success or offer advisory services to alleviate many challenges companies commonly face today:

High customer churn

Inability to reference customers

Needing to accelerate time to value

Customer experience scaling

Constant fire-fighting escalations from new customers

Stalled launches that affect billing

Taming operational chaos that costs time, money and people



Our collective experience allows us to focus on the unique challenges in your customer experience lifecycle, and offer ways to address them systematically, efficiently, and sustainably.

## OUR TEAM

### MEET OUR CORE TEAM



20+ years Customer Success and Professional Services Leadership with startup SaaS companies



20+ years as a Professional Services Leader at start-up, scale up and mature tech companies



15+ years leading CS for scaling and transforming tech company

## RAISING CUSTOMER EXPERIENCE TO DRIVE BUSINESS AT ALL STAGES

### PROTECT AND GROW RECURRING REVENUE

Leverage data insights to understand where opportunities are, identify high-value clients, and determine actions for at-risk customers

### OPTIMIZE CUSTOMER TIME TO VALUE

Establish repeatable processes that ensure timely onboarding and launch that don't drain your resources or cost time and \$\$

### SCALE ORGANIZATION STRUCTURE AND PROCESS FOR SUCCESS

Adopt a systematic approach to all aspects of the customer lifecycle to drive quality, efficiency, and team cohesion.

### ACCELERATING GROWTH

Expand business by understanding opportunities for growth using standardized processes, data, and service models to deliver renewals, upsells and additional services.

### BUILD SUSTAINED SUCCESS AT ALL STAGES OF THE CUSTOMER LIFECYCLE

Transform your CX with a better understanding of your customers, and anticipate customer needs at every stage.

### STRENGTHEN YOUR BRAND

Build customer advocacy that drives your business—happy customers are your best sales agents!

## OUR SERVICES

### IMPLEMENTATION

Faster time to value (TTV) and smoother onboarding

### STARTUP REBOOT

Audit and improve entire customer experience

### FRACTIONAL LEADERSHIP

Collaborating with new and seasoned CEOs and Customer Experience leaders on a fractional basis

### CUSTOMER SUCCESS

Build customer journey to increase TTV and retention and measure what matters to drive impact

### SUPPORT

Build and review customer experience process to drive higher CSAT

### PROFESSIONAL SERVICES

Add-on packages to complement your existing plan, including auditing, pricing, training and more

### DATA OPS

Data management to improve communication, integration, and automation of data flows

### END-TO-END CUSTOMER EXPERIENCE

Manage all interactions between user and business throughout the entirety of the relationship

### FOR INVESTORS

Increase value of your portfolio by diagnosing, evaluating and making process and staffing adjustments

[CLICK TO TAKE OUR POST SALES BENCHMARK](#)

[BOOK A CONSULTATION](#)

"Jeff is an experienced player-coach and operator who isn't scared to get his hands dirty. He understands what a good customer experience entails, and brings his vast experience to an organization and identifies gaps while creating materials around them. We had an existing process, and Jeff was quick to incorporate his feedback and enhance the materials. He helped us with best practices and quickly pulled together resources for our team to use, such as improvements on business reviews, and coached the team on how to present them. His expertise has added to our company."

—Layla Shaikley, Co-Founder at Wise Systems, Inc.