

Customer Success Services

PRODUCT SERVICES FOR Q-COMPLIANCE AND Q-AUDIT

Overview

Qmulos Customer Success Management (CSM) Team is your collaborative partner in helping you achieve your security and compliance goals; evolving the compliance role from collecting data to taking action on real-time information to improve security. We support your team from product kick-off, to deployment, through adoption.

- **Project management:** Manage kick-off, deployment, adoption, and product support
- **Stakeholder engagement:** Tailor product/processes to meet needs of multiple teams
- **Planning and audit support:** Develop roadmap and adoption strategy for your next audit
- **Risk management:** Support modernization of cyber risk management capabilities through updated business processes and new approaches

Customer Success Services

We offer the following services that can be tailored to your organization.

What we offer

- **Requirements interviews / workshop:** Understand pain points and gather requirements across key stakeholder teams to be included in product deployment
- **Customer success plan:** Develop organization-wide definition of success for the project in relation to your strategic goals
- **Implementation roadmap:** Collaborate with your team to develop roadmap to deploy and roll out product based on team needs
- **Product adoption processes:** Develop and implement business and compliance processes to encourage feedback and improvement

What it means for you

- **Advanced compliance capabilities:** Cyber risk management capabilities and tools are streamlined and real-time
- **Improved risk management processes:** Processes are updated and improved
- **Product customization:** Product and services are tailored to stakeholder needs
- **Effective adoption:** Teams are aligned on requirements and effectively use Q-products to reduce burden on their day-to-day
- **Successful audit:** Organization is well-prepared to achieve upcoming audit goals

About Qmulos

Qmulos is the leading cybersecurity and IT compliance company that delivers innovative products to help enterprises improve their security and compliance posture. We build our products on Splunk’s robust, scalable technology to unlock the value of your data and automate initiatives ranging from compliance and auditing to cyber defense.

Reach us at csm@qmulos.com for further details regarding customer success services.