

# Sumo Logic Customer Success

sumo logic

Build familiarity, comfort and confidence.

**At Sumo Logic, our commitment extends beyond providing cutting-edge technology; we are dedicated to ensuring our customers achieve unparalleled success in their endeavors. Our Customer Success team strives to empower you at every stage of your journey with us.**

We recognize the importance of fostering strong, personalized relationships with our clients. That's why we assign dedicated Customer Success Managers (CSMs) to serve as your single point of contact. These experienced professionals act as your advocates within Sumo Logic, ensuring your needs are understood and addressed promptly and effectively. Furthermore, our CSMs function as trusted advisors, drawing upon their wealth of industry knowledge and expertise to offer tailored recommendations and strategic guidance.

In addition to providing personalized support and guidance, Sumo Logic is committed to equipping your team with the skills and knowledge needed to excel with our platform. Our enablement initiatives encompass training programs and resources tailored to your organization's specific requirements. These programs are designed to empower your team members with the expertise necessary to leverage Sumo Logic effectively, accelerating time-to-value and driving continuous improvement. Furthermore, our adoption strategies are aimed at fostering widespread utilization of Sumo Logic across your organization. Through targeted initiatives such as change management strategies, user engagement campaigns, and performance monitoring, we work to drive usage and maximize the return on your investment in Sumo Logic.

| SERVICE                    | FREQUENCY | DESCRIPTION   |
|----------------------------|-----------|---|
| Service Reviews            | Monthly   | Regular evaluations of your Sumo Logic deployment to assess its performance, identify areas for improvement, and ensure alignment with your evolving business needs.                              |
| Quarterly Business Reviews | Quarterly | Strategic sessions designed to review your key objectives, align Sumo Logic solutions with your business goals, and identify opportunities for further optimization.                              |
| Executive Business Reviews | Bi-Annual | High-level discussions tailored for your executive stakeholders, providing insights into the strategic impact of Sumo Logic on your organization and fostering alignment at the leadership level. |
| Health checks              | As Needed | Thorough assessments of your Sumo Logic environment to ensure its stability, scalability, and adherence to best practices, thereby maximizing its effectiveness in supporting your operations.    |

