

Totango Enterprise Edition

Today, too many companies run their business by taking a monolithic view of their accounts. This practice can be limiting and does not truly reflect the nature and nuances of customer relationships and business operations.

Understanding and driving customer success for recurring revenue businesses requires a platform for customer success that supports hierarchies of data, such as parent-child accounts, multi-product portfolios, and the extended enterprise, including multi-tier channel structures.

What is Totango Enterprise Edition?

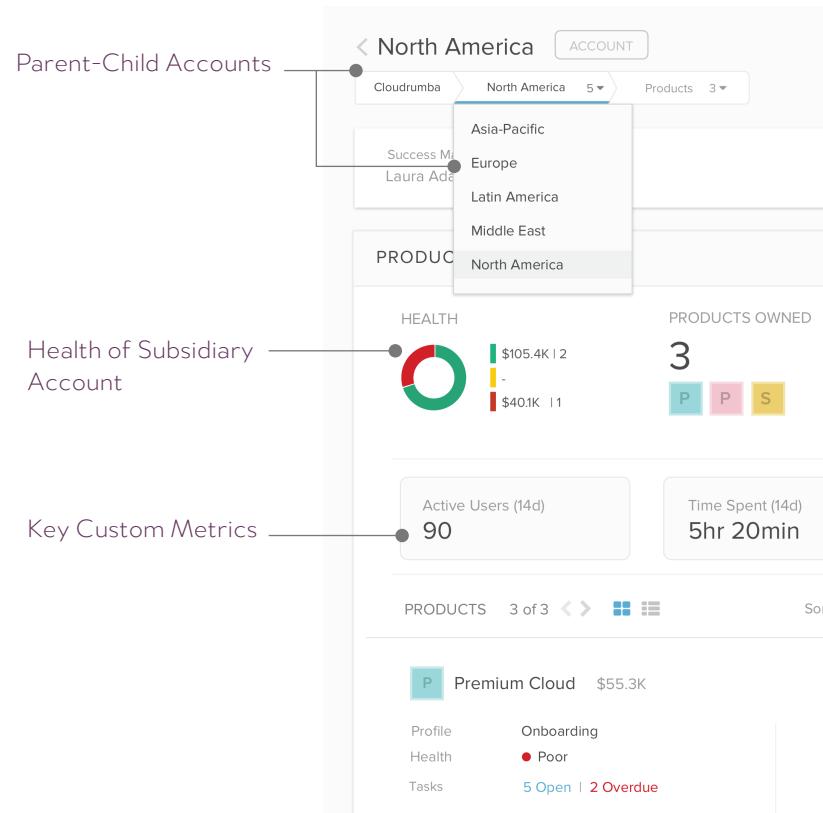
Totango Enterprise Edition is tailored for all companies, regardless of company size, selling into accounts with multiple teams, divisions, and subsidiaries; as well as large companies with multiple products and more complex channel sales organizations.

It helps companies build the right customer success processes to fully understand and support their account relationships at every level, track the adoption and success of each of their products, and improve the effectiveness of channel partners, agents or dealers.

More Sophisticated & Advanced Account Management Capabilities

Totango provides companies with a realistic presentation of all their parent-child account relationships within their customer base.

- Allow companies to drill-down on all of their parent-child relationships, including business units, subsidiaries, locations, and more
- Enable customer success teams to consider their customer's business divisions, multiple locations, or other organizational structures when developing customer success activities and plans

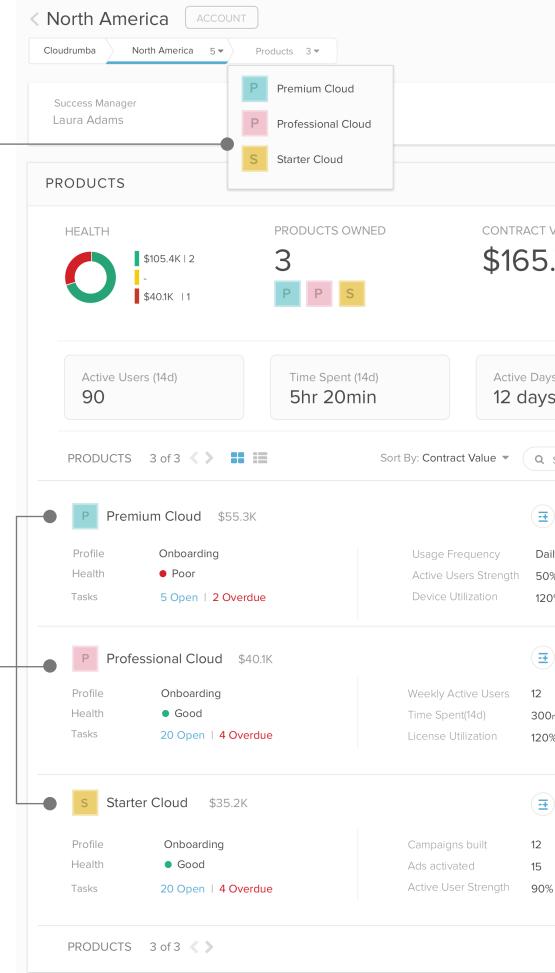


Complete Understanding Of The User-Product Relationship

Totango enables companies to know specifically which products are being adopted by end-users, helping to identify potential churn or upsell situations.

- Allow companies to see and understand which subsidiary, team, or end-users within an account are using each of your company's products
- Leverage customer analytics by defining custom metrics such as product utilization and frequency of usage for each of your products
- Ability to create health definition for each product to better understand product performance

Multi-Product Portfolio



Products Associated With Accounts

Deeper Visibility Into Your Extended Enterprise

Many companies work with channel partners, including networks of independent agents or dealers, to sell or cross-sell solutions. With Totango Enterprise Edition, companies have deeper visibility into which partners are most successful in driving customer engagement.

- Identify clearly the customers that your partners are selling to, what products they are using and other key metrics
- Enable customer success teams to effectively work with partners to proactively engage with their customers
- Enhance and strengthen the partnerships when customer success managers (CSMs) help partners up or cross-sell



TOTANGO

Totango delivers the most comprehensive customer success solution for recurring revenue businesses by taking a data-driven approach to nurturing customers, accelerating product adoption and ROI, and maximizing lifetime revenue from customers.

Learn more at Totango.com or call 800.634.1990