



# « Customer Success Management







Your Customer Success Team is there to support you with an outstanding onboarding experience, so that you and your teams can utilize your investment with us as effectively as possible. Whether you need to establish some unique training needs, or increase in technical capabilities, the Customer Success Team is available to help, and will be operating in your timezone.

Here is an overview of the two roles that will be assigned to you once you have selected IriusRisk as your Threat Modeling Solution:

 <p><b>Customer Success Manager</b></p> <ul style="list-style-type: none"><li>• Ongoing point of contact</li><li>• Helps achieve business outcomes</li><li>• Maximizes Platform ROI</li><li>• Facilitates training &amp; adoption</li></ul>	 <p><b>Customer Solutions Architect</b></p> <ul style="list-style-type: none"><li>• IriusRisk Platform Expert</li><li>• Architecting Solutions advising on processes and workflows</li><li>• Technical onboarding sessions</li></ul>
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## IriusRisk Onboarding Process

UI Session includes:

 <p><b>Tailored on-boarding based on role</b></p>	 <p><b>Ensure environment is up and running as expected</b></p>	 <p><b>Diagrams.net diagramming, components, trust zones, dataflows etc.</b></p>
 <p><b>How IriusRisk uses this to create threat models</b></p>	 <p><b>Administration of IriusRisk</b></p>	 <p><b>Introduction to risk scoring and reporting</b></p>

## Expansion and Customization

### First Customization Session



Beginning to look at libraries and components

### Second Customization Session



Continued Customization session - focusing mainly on rules, libraries etc.



Ensuring libraries, rules and customizations are working as intended



Putting the previous two sessions into practice

## What next?



### Support Team

The **IriusRisk Support Portal** consists of many easy to understand guides and Troubleshooting articles, plus an easy way to contact our support team.



### How-to Guides

Our **how-to guides** are always on hand to help you quickly learn new ways to use IriusRisk or refresh your memory on how to use the platform.



### Video Tutorials

Our self-service video channel is full of great tips for anyone looking to access materials to help them get the most out of IriusRisk. Even better, we are adding new content regularly!

## Considering IriusRisk?



### Existing customer?

Get in touch with your Customer Success Manager to discuss how we can change your support level



### Considering IriusRisk?

Get in touch with the team to get all your questions answered, email us at [info@iriusrisk.com](mailto:info@iriusrisk.com)