

Essential Data on

# Customer Success

## Program at a Glance

Definitive Healthcare values our customers and believes that a close partnership can position them for success. Our dedicated team of Customer Success Managers equips clients with the tools and resources required for a successful deployment, product utilization and return-on-investment. Together we'll ensure that you get the most out of Definitive Healthcare's industry leading data on hospitals, physicians and other healthcare providers.

## A Closer Look at Customer Success

“Our Customer Success Manager completely changed how we were looking at our data and has propelled lead generation for PROMEDICAL within the healthcare market.”

- Helen Chiasson, COO

Your Customer Success Manager will:

- Proactively work with your team to align our capabilities with your strategic initiatives
- Engage the right in your day-to-day usage
- Facilitate CRM integration projects
- Provide ongoing communications regarding product updates, new features, and early information related to industry and Definitive Healthcare hosted live and virtual events
- Support your organization through administrative tasks such as license changes, trainings, and custom report processing

## Take the Next Step

Given the ever-changing landscape of the healthcare provider space, having access to the most reliable and up to date data grows more important every day. That's why it's critical for clients to take advantage of all the data and analytics that Definitive Healthcare has to offer. Our Customer Success team will help you do just that.

### About Definitive Healthcare

Definitive Healthcare is the leading supplier of data on the U.S. healthcare provider market. Our platform offers the highest-quality and most comprehensive data available on hospitals, physicians, and other providers. Clients have access to essential insights and analytics enabling shorter sales cycles, precise physician network development, and powerful segmentation across the healthcare continuum.