3D Customer Success & Renewals Training

Duration: **3 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

Overview

As subscription-based business models and recurring revenue structures continue to grow, Customer Success has become a critical business function for modern organizations.

Today, retaining customers, improving customer satisfaction, and increasing renewal rates are just as important as acquiring new clients.

3D Customer Success & Renewals training is a comprehensive program designed to help organizations improve customer retention, onboarding, adoption, and renewal management processes.

The training enables participants to:

- Improve customer satisfaction
- Reduce churn rates
- Optimize renewal processes
- Analyze customer health more effectively
- Build long-term customer relationships

The program combines modern Customer Success strategies with measurable business outcomes.

The 3D Customer Success & Renewals Approach

The 3DCS/R methodology focuses on creating value throughout the entire customer lifecycle.

The framework is built around three key principles:

- Insight
- Influence
- Trust

This approach helps Customer Success professionals become strategic business partners rather than only support teams.

The program is based on current customer experience research and practical field applications.

3D Customer Success & Renewals training helps organizations improve customer retention, strengthen customer relationships, and drive sustainable growth.

With this training, businesses can:

- Increase recurring revenue
- Reduce customer churn
- Improve renewal performance
- Strengthen customer loyalty
- Create long-term business value

In highly competitive industries, strong Customer Success capabilities provide a significant competitive advantage.

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Who Should Attend

This program is ideal for:

- Customer Success professionals
- Account managers
- Customer support teams
- Customer experience leaders
- Sales professionals
- Client relationship specialists

It is especially valuable for SaaS companies and subscription-based businesses.

What You Will Learn

3D Customer Success & Renewals training helps organizations strengthen customer experience and recurring revenue performance.

Key Benefits

- Lower churn rates
- Higher customer satisfaction
- Stronger customer relationships
- Increased renewal rates
- Longer contract durations
- More customer referrals

Participants also improve communication and problem-solving skills.

Core Topics Included

- Customer Success strategies
- Customer lifecycle management
- Onboarding processes
- User adoption techniques
- Customer Health Score management
- Problem-solving methods
- Difficult customer conversations
- NPS and customer loyalty
- Renewal management
- Stakeholder management

Outline

1. Customer Success Strategy

Strong customer management begins with the right strategy.

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This section covers:

- Customer Success processes
- Recurring revenue models
- Churn reduction strategies
- Customer lifecycle management

2. Effective Customer Onboarding

Helping customers achieve value quickly is essential for long-term retention.

Participants learn how to:

- Build successful onboarding programs
- Reduce Time to Value
- Improve first customer experiences
- Build early trust

3. User Adoption and Customer Health

Customer adoption is critical for sustainable business growth.

This module focuses on:

- Increasing user adoption
- Identifying adoption barriers
- Managing Customer Health Scores
- Detecting risks and opportunities proactively

4. Problem Solving and Difficult Conversations

Customer Success teams often manage complex customer issues.

Topics include:

- Problem-solving frameworks
- Difficult customer conversations
- Conflict reduction strategies
- Rebuilding trust

5. Managing Renewals Successfully

Renewal management is essential for recurring revenue businesses.

Participants improve their ability to:

- Plan renewal strategies
- Identify renewal risks
- Build renewal presentations
- Increase customer retention

Net Promoter Score and Customer Loyalty

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Customer satisfaction plays a major role in business growth.

This section includes:

- Net Promoter Score (NPS)
- Customer loyalty strategies
- Customer advocacy
- Referral development