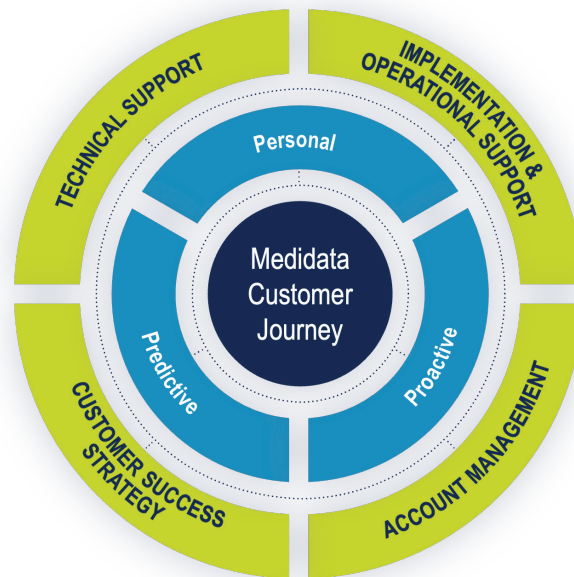


Medidata's Customer Success

Expert and Dedicated Teams Working Together to Maximize your Medidata Experience



The Medidata Customer Journey is like no other. A multi-disciplinary team of Customer Success experts creates a personalized and proactive ecosystem of enablement, touchpoints, and data insights to support you at every interaction and deliver sustainable value throughout your entire journey.

Customer Success Benefits

Personal Experience

Have the benefit of a personalized experience focused on impactful outcomes that aligns the right resources, processes and tools to meet your business needs.

Proactive Management

Experience innovative problem solving and solutions that exceed your expectations and anticipates your every need. Don't settle for "just a technology company."

Optimization

Access a team of experts that utilize data-automated insights, risk management, and predictive measures to identify opportunities for study acceleration.

Outcomes Driven

Ensure that your organization is getting the most out of your products and services with a customer success team that drives outcomes and success.

Features

Personal Account Governance

A personal approach to your account management by aligning your company's initiatives and goals as part of your account governance.

Simple Account Engagement Model

A single point of contact supported by a team that enables a smooth and successful engagement.

Long-term Sustained Success

Access to a wealth of expertise and support from self-service to full service engagements.

Enhanced Account Management

Ready access to your portfolio and usage data so you get the most out of the solutions you purchase.

Reliable Touch-points

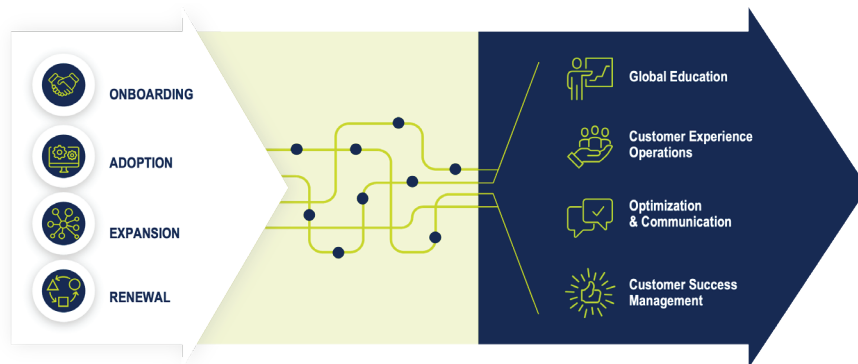
A well thought-out communication structure with timely and efficient touch-points that align with your organization's needs.

Education

Training and resources are ingrained into your solutions from implementation to study close.

Customer Success From Onboarding to Renewal

Medidata's Customer Success team provides all the tools and expertise needed for a successful customer journey.



The Medidata Advantage

Medidata values partnership and collaboration with our customers. We are not just a solution provider who distributes software. We invest in forming a long-standing relationship with each and every client. Achieving your goals is Medidata's highest priority.

Medidata, a Dassault Systèmes company, is leading the digital transformation of life sciences.

Discover more at www.medidata.com and follow us @medidata. Contact us at info@medidata.com | +1 866 515 6044