



Adlib Customer Success

Committed To Your Success

Once you have made the decision to invest in Adlib, your journey with us has only just begun. Our proven Customer Success program ensures that the overall Adlib customer experience is an immensely positive one. We take customer engagement seriously. In fact, every facet of the company, from product development to installation to support is influenced by our interactions with customers.

Dedicated to providing you with the tools to ensure your success

CUSTOMER PORTAL

Adlib customers get access to our Customer Portal, which allows them to get vital information quickly and expand the support they come to expect with Adlib. A variety of useful tools are available on the Customer Portal, like:

- Knowledge Base
- Live Chat
- Interactive Forums
- Support case logging and review

Ready to get started? It's easy to gain access to the Portal. Just send us an email at: portal@adlibsoftware.com

Customer-driven product development

Our engagement with our customers provides the launch points for innovation at Adlib, as we develop and enhance our products to align with customer needs and objectives. Establishing the Adlib Customer Insight Research Panel is just one example of how we aim to capture your feedback:

CUSTOMER INSIGHT RESEARCH PANEL

We want to hear from our customers! So we have created a Customer Insight Research Panel designed to capture customer response and insight regarding our product and the entire Adlib customer experience.

Are you already an Adlib customer? To join the Panel, simply send an email to: marketresearch@adlibsoftware.com

THE ADLIB COMMUNITY

With thousands of customers worldwide, there is a substantial network of customers, partners and Adlib professionals with whom to engage and share experiences.

Contact Information

To find out more about the Customer Success program at Adlib, contact us at: success@adlibsoftware.com



Dedicated to Customer Engagement

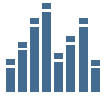
The Customer Success program at Adlib is dedicated to ensuring the continued success of our product in customer environments as well as to ongoing, meaningful engagement with customers in order to ensure they meet and exceed their business goals. We deliver on this promise to partner with customers in a number of ways, including;



EXECUTIVE BUSINESS REVIEW

Our Executive Business Review program is provided to select customers and includes a dedicated discussion where we:

- Review areas where additional value could be gained
- Analyze quantitative evidence of success
- Target next steps



ADLIB CUSTOMER HEALTH INDEX

The Adlib team is dedicated to ensuring that the Adlib experience delivers maximum value to the customer organization to accelerate content management processes, increase efficiency and enhance collaboration. The Customer Health Index allows our team to take the temperature of each customer to ensure maximum satisfaction and optimal leverage of your Adlib investment. The journey to optimal PDF Health looks something like this:



EDUCATION A+ WITH ADLIB!

We are committed to educating our customers on the value of Advanced Rendering-powered technologies which support Information Governance initiatives and providing the necessary learning tools to help them become more and more familiar with our products. We also dedicate ourselves to learning everything we can about our customers' environments and industry landscapes. The information our team gathers often fuels innovation and product development at Adlib.



As the global leader in Advanced Rendering, Adlib helps organizations in the Energy, Life Sciences, Insurance and Banking sectors, among others, enhance document-centric processes by unlocking the value in unstructured content. Integrating with key business tools, Adlib's sophisticated data extraction and classification approach enables improved compliance, customer experience, collaboration and the long-term digital preservation of critical business information.

CONTENT COACHING

A complimentary, on-site half-day consulting program, where Adlib team members engage both technical and business users to both educate and learn. Content Coaching is one of our signature programs, providing a high-energy engagement that always surprises everyone who participates. Our approach in these sessions is delivered in three stages:

DISCOVERY

- Uncover pain points
- Exchange information

DISCUSSION

- Discuss PDF landscape within customer organization
- Clearly outline content management challenges

DELIVERY

- Provide direction for improving document rendering inefficiencies within the customer environment
- Often Adlib is able to address challenges on the spot

Sign up today at: contentcoaching@adlibsoftware.com

EVENTS

Adlib webinars provide opportunities to learn more about how our technology can not only help our customers achieve advanced content standardization, but also support their Information Governance goals. With guest speakers including analysts, partners and customers themselves, as well as experts from Adlib, we cover a broad range of topics to help our customers gain a better understanding of the industry landscape.

Our customers are also encouraged to join us at the live events we participate in across the globe, where we speak and connect with industry professionals about an array of topics.

If you are interested in speaking jointly with us at an industry event or webinar, please reach out to us at success@adlibsoftware.com.