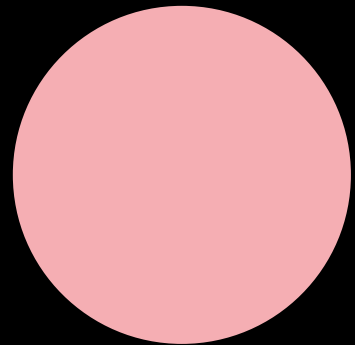
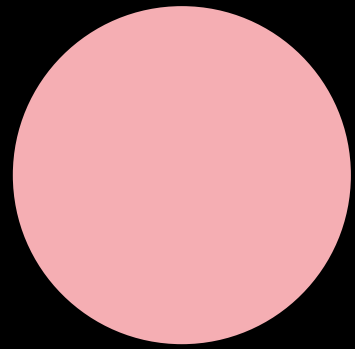


July 2025



Classified: Private

Location: London (Hybrid)

Business Area: Vue Products

Reports to: Head of Vue Products

About the Role:

As a Customer Success Manager with a focus on Product at Savanta, you will be the primary point of contact for our clients, ensuring they derive maximum value from our market research products. You will work closely with clients to understand their needs, provide strategic advice, and ensure seamless integration and utilization of our products. Your role will be pivotal in driving customer satisfaction, retention, and growth.

In this role you will have responsibility for:

Client Onboarding and Training:

- Support the team in reducing subscription churn by building great client relationships and demonstrating the value that our product suite can bring to our subscribers.
- Lead onboarding sessions to ensure clients are effectively introduced to Savanta's products.
- Provide training, resources, and proactive guidance to help clients understand and utilize product features to their full potential.

Account Management:

- Maximize customer satisfaction by developing and maintaining strong, long-term relationships with key stakeholders.
- Serve as the main point of contact for clients, addressing their queries and concerns promptly.
- Regularly check-in with clients to understand their evolving needs and provide tailored solutions.
- Work closely with New Business / Account Management and central product teams to work on client onboarding, dashboard engagement and renewals.
- Help to identify and progress Product up-and-cross sell opportunities.
- Help Account managers to identify new ad-hoc opportunities.

Product Expertise:

- Develop a deep understanding of Savanta's product offerings and stay updated on new features and improvements.
- Provide clients with best practices and strategic advice on using our products effectively.
- Gather client feedback and work closely with the product development team to drive product improvements.

Customer Success Planning:

- Develop and execute success plans for clients to ensure they achieve their desired outcomes.
- Manage renewals as part of customer lifecycle.
- Engage in discussions well before renewal to address concerns and reinforce value.
- Monitor client usage and engagement metrics to identify opportunities for upselling and cross-selling.
- Identify at-risk accounts and implement strategies to retain these customers.
- Encourage expansion of product or service usage within the customer's organization.

Issue Resolution:

- Proactively identify potential issues and work with internal teams to resolve them.
- Manage and resolve customer escalations in a timely and effective manner.

Advocacy and Feedback Loop:

- Act as a customer advocate within Savanta, providing insights and feedback to the product, marketing, and sales teams.

- Participate in the development and delivery of customer success materials such as case studies, testimonials, and best practice guides.

Personal Development/ Profile at Savanta:

- Actively owns personal development goals and works closely with managers to achieve them.
- Raises the profile of the company through writing opinion pieces/ articles for Savanta.com, and posting/ sharing content on LinkedIn, social media, etc.

About You:

A successful CSM is not just a problem solver— you will be a proactive partner, trusted adviser, and passionate advocate for your clients' success.