

ENTERPRISE CUSTOMER SUCCESS

HELPING ENTERPRISES MAKE THE MOST OF THE WORLD'S LARGEST AUTOMATED TESTING CLOUD FOR WEB AND MOBILE APPLICATIONS

The Sauce Labs Customer Success program is designed to help large enterprises manage their journey towards optimum test automation. Our team of success managers can guide you through the most common roadblocks and help you leverage the Sauce Labs platform effectively to achieve your testing goals.

CUSTOMIZED SERVICE AND VALUE

As part of this program, you will be assigned a Customer Success Manager (CSM). Your CSM will act as a trusted advisor and resource to help you reach your testing milestones. In addition to regularly scheduled executive level reviews, the CSM will also serve as a single point of contact for all questions and issues, such as getting started with Sauce Labs, finding resources, and helping your team resolve problems.

COMMITMENT TO SERVICE THROUGHOUT THE LIFE OF YOUR CONTRACT

You will receive personalized assistance and attention throughout the life of your contract with Sauce Labs. Our team will guide you through the initial onboarding period, and then continue working with you to expand and grow our partnership and your knowledge of the Sauce Labs platform and testing strategies.

TARGET AUDIENCE

Individuals responsible for the adoption of Sauce Labs across the organization are best suited to work with Customer Success Managers. Although your CSM will be equipped to assist any member of your organization, we have found the most value in building relationships with executive and team leads that have visibility across multiple teams and applications.

STAGES OF SUCCESS

1) Onboarding (0-90 days)

During your initial implementation of Sauce, typical tasks your CSM will help you with include:

- Proactively identify and set testing goals
- Provide demos on the Sauce UI and dashboard
- Structure your team management and reporting
- Assist with the setup of Sauce Connect Proxy (network security)

- Assist with integrating your CI server with Sauce Labs
- Help you setup and begin using single sign-on (SSO)

2) Adoption & Expansion (90+ days)

After the initial implementation, your CSM will set a cadence to regularly check in on your organization's progress towards your goals. During this period, we can:

- Communicate feature updates and how they impact your use cases
- Track and triage open support tickets
- Provide test automation best practices
- Help leverage the Sauce Labs API
- Monitor error rates and assist with test flakiness
- Relay system & marketing updates (upcoming events & opportunities)

CUSTOMER SUCCESS, SUPPORT AND PROFESSIONAL SERVICES

Your CSM serves as your go-to resource for all things Sauce Labs-related. They can always take point on any question, concern, or engagement, and you should never hesitate to reach out to them. In addition to the success managers, the resources below will help support your needs.

Test Automation Advisor (TAA) - your TAA makes up the second half of the customer success team. In addition to actively helping you onboard and ramp up with Sauce Labs, they will assist as a technical resource for high level network security, test stability and reliability (avoiding flakiness and latency), platform integrations, code and framework reviews, and test infrastructure.

Customer Support - this team addresses individual questions or issues with our service, troubleshooting account issues like login, UI, bugs and assisting with Sauce Connect

Professional Services – delivers advanced training, provides assistance for special technical needs like setting up Single Sign on (SSO), networking and security issues and setting up a CI server.