PMG Partnership

Many vendors tout taking a partnership approach, but what does that actually mean? How do you tell the difference between a marketing message and the real deal?

PMG turns customers into advocates by delivering on the promise of partnership. From ensuring successful implementation, to treating support as a differentiator, to listening to feedback and incorporating it into our product roadmap – PMG is a true partner to our customers.

Customer Success

Choosing the right partner is about experience and commitment as well as technology, and PMG offers all three. Forbes claims that 84% of companies' digital transformation initiatives fail, but PMG delivers success by understanding how to automate previously unmanageable processes. We offer proven digital transformation, and we walk hand-in-hand with our customers to ensure each company's success.

PMG is committed to each of our customers and recognizes that the customer journey is ongoing, benefitting from both breadth and depth throughout its lifecycle. Accordingly, we offer access to PMG Product Managers and Executives as well as key members of our Customer Success team. We'll work together to develop strategies for continued success and maximization of PMG value.

CUSTOMER DELIVERY

Our Customer Success organization works closely with our Account Executives to onboard each new customer. PMG's VP of Customer Success will oversee that transition, learning about you and your organization and assigning a lead PMG resource to guide your deployment. Together, you will establish a regular check-in cadence to ensure the progress is aligned with your expectations and goals.

The exact structure of your implementation team will be tailored to your needs. Whether looking for PMG to handle most of the design and configuration of your solution, or planning on having your own team trained to do implementation in-house, we will assemble the right PMG team for your project. To lead delivery, your Senior Implementation Consultant will work with you to design your solution, structure and train your internal team, and create the just-right project plan for implementation.

This consultant will be your partner throughout the implementation process, identifying and mitigating risks, helping you ensure buy-in and adoption, and supporting your ROI

measurement. And, because post-deployment hypercare is an essential part of any go-live, they will help you design the right-sized period of stabilization support. During this period our joint delivery teams will support any solution bugs not uncovered during UAT and any other issues that may arise.

CUSTOMER EXPERIENCE

Beyond the initial implementation, you will work with PMG's Customer Experience team to ensure we are meeting your ongoing needs. Our Director of Customer Experience will be engaged with you to communicate best practices, promote awareness and adoption of PMG's latest product features, and make sure you are accessing ongoing support as needed.

PMG's U.S.-based Support team is available via support ticket or email. Following the hypercare period for your initial implementation, your delivery team will facilitate the transition to PMG Support. And while the team will cross-train to ensure that you get timely responses, it is likely that one or two people will become the main experts for your implementation, so you will develop a personal relationship with your key support resources as well.

CUSTOMER INNOVATION

Since a software implementation should never be static, PMG will be in regular dialogue with you about your company's strategic goals and how PMG can help achieve them. Key members of PMG's executive team – including our VP of Product and our Chief Vision Officer, in addition to our Customer Success team leaders – will travel periodically to meet with you and your stakeholders to discuss ways to deepen the value we provide.

In addition, our Director of Customer Innovation works closely with our Product and Development teams on cutting edge use cases that directly benefit our customers. PMG conducts virtual briefings and convenes Customer Councils to provide early feedback and guidance on new features. Moreover, it's business as usual for our product developers to talk directly with customers to further understand your needs and brainstorm solutions.

User Community

PMG boasts a strong user community with a high-level of interest in interacting and sharing with other PMG customers. We conduct monthly user calls for three different audiences: Practitioners, Solution Owners, and Business Leaders. In addition, PMG hosts periodic user conferences and new feature training at no charge to our customers.

Experience and Commitment

Bottom line: when you work with PMG, you have access to the highest level of expertise, in not only our product, but in delivering successful business outcomes for digital initiatives. You will get to know not one or two, but many key members of PMG. Our commitment to you is that we will remain laser-focused on providing value to you and your organization for the lifetime of your PMG relationship.

ABOUT PMG

PMG's low-code application development platform makes solving hard business process problems easy. For over 10 years, our customers have achieved 70%-80% time reductions across a wide variety of IT and business processes. PMG delivers success where other platforms fail by understanding how to automate previously unmanageable processes and by combining integrations with powerful orchestration capabilities. The PMG Digital Business Platform is architected to support quick wins, delivering powerful and sustainable solutions through configuration rather than coding. Choosing the right partner is about experience and commitment as well as technology, and PMG offers all three.