

30-DAY CUSTOMER SUCCESS CHECK-IN

Post-Launch Review & Optimization

Customer / Site	Date	Integration Partner	vis ability Representative

PURPOSE Review how the system is performing after go-live, gather feedback from actual users, identify additional training needs, and fine-tune workflows based on real-world use.

AGENDA

Topic	Discussion
1. System Performance Review	How has the system performed since commissioning? Review stability, playback, responsiveness, and any issues that have surfaced.
2. User Feedback	How are operators and administrators using the system? Capture feedback from the people working with vis ability day to day.
3. Additional Training Needs	Identify questions, knowledge gaps, or end-user training needs—especially where a train-the-trainer approach was used.
4. Workflow Optimization	Revisit Layouts, Action Panels, automation, Spaces, and other workflows. Adjust anything that users now want to use differently.
5. New Ideas & Opportunities	Discuss new use cases or ideas that have emerged now that the customer has had time to use the system and understand what is possible.
6. Actions & Follow-Up	Document agreed next steps, owners, and any additional training, configuration, support, or optimization work.

DISCUSSION NOTES

System Performance / Issues

User Feedback

Training Needs

Workflow Changes / New Ideas

ACTIONS & FOLLOW-UP

Action Item	Owner	Target Date	Status / Notes

Customer Success Goal: Use this check-in to make sure the system is delivering value in real-world operation—not simply that it is still online.