



Ensuring Your Continued Success After Go-Live

Three Accordant Teams Dedicated to Client Success

At Accordant, our Client Success Management (CSM), Client Enrichment Group (CEG), and Ongoing Support (OGS) teams are dedicated to ensuring our clients' satisfaction and success post implementation and go-live.

Depending on your needs and requests, we will connect you with one of our dedicated teams:

- **CSM:** Client experience & product needs
- **CEG:** Training gaps & additional enhancement
- **OGS:** Technical software issues

While each team delivers distinct services and support, we work as a cohesive unit dedicated to supporting your journey and ensuring that you achieve maximum value with our products.



Client Success Management (CSM)

Overview

Accordant Client Success Management (CSM) drives client satisfaction by developing a deep understanding of each client's business model, challenges, and needs, in order to provide tailored solutions and guidance.

The CSM team's primary goal is to maximize your subscription by addressing your pain points holistically, whether through our internal resources or by connecting you with trusted third-party solution partners.



How We Help Clients

- **Client Feedback & Satisfaction:** Gathering your feedback to enhance your experience with Accordant and your software.
- **Client Advocacy:** Acting as a liaison between you and Sage, Acumatica, and other software providers to ensure a smooth user experience and escalate new feature requests.
- **Additional Functionality:** Addressing needs for add-on products, additional functionalities, and licensing requests.
- **Third-Party Software:** Offering personalized suggestions for third-party software that integrates with and optimizes your tech stack.
- **Contract Review & Guidance:** Providing expert advice and review of software contracts.
- **Annual Business Reviews:** Conducting periodic reviews of your tech stack and business needs and sharing ideas to increase efficiency or value of your subscription.
- **Long-Term Partnership:** Building and maintaining a strong, long-term relationship with you, built on trust on excellence.





Client Enrichment Group (CEG)

Overview

Accordant Client Enrichment Group (CEG) comprises expert Sage consultants who provide advanced consultation on Sage Intacct. The CEG team empowers clients to achieve continuous growth, enhanced product use, and maximize their potential with Sage Intacct.

How We Help Clients

- **New Business Requirements:** Adding software applications that enhance your workflows and set up new entities as your business grows.
- **Checkups:** Staying updated on new enhancements, receive regular guidance, and get workflow and tech stack reviews with improvement recommendations.
- **Solution Architect:** Getting practical guidance from consultants who work with Sage Intacct daily to help you make informed decisions.
- **Reconciliation:** Resolving subledger reconciliation issues with help from our accounting professionals, ensuring your accounts are aligned from subledger to general ledger.
- **Custom Automations & Workflows:** Creating custom workflows and automations within Sage Intacct, with support from our Accordant Software custom development team as needed.
- **Training & Education:** Hosting one-on-one training sessions, on-demand videos, and live webinars exclusive to you as an Accordant Sage Intacct client.



Ongoing Support (OGS)

Overview

Accordant Ongoing Support (OGS) delivers fast and effective support and resolution for clients on their live Sage Intacct system.



How We Help Clients

- **Sage Liaison:** Collaborating with Sage Intacct Support and Engineering teams to address software issues promptly.
- **Quick Fixes:** Resolving mis-postings or reversals with assistance from our consultants through live calls, recorded videos, or step-by-step documentation with screen captures.
- **Guidance:** Getting expert support for workflow issues, escalations, and specialized needs, drawing on our team's experience in accounting, information delivery, and product development.
- **Accordant Learning Centre:** Providing exclusive content, video libraries, and upcoming features in the Accordant Store, all tailored to Sage Intacct updates and new features.

Your Partners In Success

Together, Accordant CSM, CEG, and OGS collaborate closely to ensure your continued success after go-live. We've designed this holistic approach to ensure that you receive the best possible service and support tailored to your unique needs and workflows.

Please send client inquiries to support@accordantco.com or submit a request through the Accordant Portal. We will connect you with the appropriate team, whether it's CSM, CEG, OGS, or another Accordant team.



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