



# Customer Success Management

*Maximize your IT monitoring platform's  
performance, availability, and agility  
with our expert services.*

**Always-On IT**

# Introduction

## Expert Service at Every Step of Your Monitoring Journey

At Centreon, we believe that IT monitoring is not merely about overseeing infrastructure; it plays a strategic role in ensuring the performance, resilience, and agility of modern business operations businesses.

## Streamline Management and Maximize the Impact of your Monitoring Solution

Our approach is grounded in a clear vision: we have created a comprehensive service offering aimed at simplifying the management of your monitoring platform while maximizing its value and impact on your business, with services customized for each stage of your journey.

Whether you need to launch your project, ensure continuous monitoring operations, optimize monitoring throughout its lifecycle, or pursue more ambitious goals, our expert teams are here to help turn your challenges into successes.

## Flexible Services for Operational Excellence

With proven expertise and flexible solutions, we help you align the performance of your systems with your business objectives. Our services combine technical know-how, customizable support, and continuous innovation to help you maximize your Centreon platform and achieve operational excellence.

With Centreon, turn monitoring into a strategic lever for success.

Together, let's ensure your IT meets today's challenges and anticipates those of tomorrow.

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# Service Overview

Make the Most of Your Centreon Platform.



## Discover

Quickly launch your project with our **OnBoarding** services for On-Prem or Cloud deployments.

- Discover IT
- Discover Business



## Maintain

Monitor at the highest level of availability with **Customer Care**.

- Centreon Guard
- Turnkey Operations
- Express Assistance



## Extend

Expand the capabilities of your monitoring platform with our **Professional Services**.

- Turnkey Integrations
- ProServices Pack



## Perform

Achieve your strategic objectives with personalized support from our **Customer Success Management**.

- Always-On

## Key Benefits



**Quick Start:**  
accelerated ROI through rapid implementation aligned with best practices.



**Continuous availability:**  
manage incidents and minimize downtime with dedicated committed tech support.



**Guaranteed scalability:**  
extended monitoring capabilities for complex, constantly evolving environments.



**Strategic support & follow-up:**  
leverage your monitoring platform as a performance tool to achieve your business objectives.

## A global ecosystem

*Centreon works with an international partner network to meet your needs, providing solutions tailored to your local and business constraints.*

[Find a Partner here.](#)

# OnBoarding

Centreon OnBoarding streamlines the launch of your monitoring project, whether you have chosen an OnPrem or Cloud deployment. With rigorous management, targeted training and functional support, we help you accelerate your return on investment (ROI).

## OnPrem OnBoarding A Complete Solution

### Kick-Off

Preparation and planning with your dedicated project manager.

**Discover IT:** Stand-alone IT monitoring.

- Installation, configuration and integration by our consultants.
- Online training to master the basics.
- Express Assistance Pack included (*described page 5*).

### Discover Business \*:

Optimized business monitoring.

- Configuration of Business Edition extensions.
- Online training and coaching sessions.
- Review and implementation of a concrete use case related to your business.

## Cloud OnBoarding Simplify Cloud Monitoring

### Kick-Off

Tailored support from a Customer Success Manager.

**Discover IT:** Rapid autonomy.

- E-learning training to master the basics.
- Advanced sessions to configure and optimize your platform.

### Discover Business \*:

Monitoring aligned with your business objectives.

- Training focused on business processes.
- Collaborative workshops to implement your specific business use cases.

\* Centreon Business Edition only

## Key Benefits



**Effortless implementation:** comprehensive project management for a smooth start-up.



**Rapid autonomy:** e-learning and/or on-site training to swiftly master the basics.



**Dedicated support:** guidance on aligning your IT and business monitoring

## Training: Accelerate Skills Development

With the Centreon Monitoring Academy, your team can enroll in online or in-person training courses to quickly master Centreon monitoring. The courses include certifications that are valid for 18 months, validating their expertise

[Contact us](#) to plan your Onboarding and discover our training solutions

[www.centreon.com](http://www.centreon.com)

# Customer Care

## Always Accessible Platform with Centreon Guard.

With Centreon Guard, included in all our subscriptions, we guarantee your platform's availability and optimal performance at all times. Our Customer Care team keeps your monitoring system running at peak performance with responsive support and proactive maintenance.

### Our Services:

- **Centreon Guard, your support and maintenance contract**, included with all Centreon subscriptions, provides quick support access for reporting and tracking incidents through a dedicated, simple and intuitive portal, as well as access to the latest software releases.
- **Express Assistance Pack** : packaged Centreon Guard extension including five one-year vouchers. (1 voucher entitles you to a 2-hour videocall with one of our Customer Care experts to help you in configuring your solution.)



## Key Benefits



**Peace of mind:**  
your platform is secure and always up to date.



**Reactivity:**  
swiftly solve and prevent problems thanks to dedicated support.



**Enhanced security:**  
protect your monitoring platform with regular updates.

## Why Choose Centreon Customer Care?

- **Multilingual Support** (English and French).
- **Technical expertise connected to our R&D** for solutions under control.
- **Customer satisfaction-oriented** approach.



# Professional Services

## Professional Services Tailored to Your Needs.

Centreon's professional services are designed to support even the most complex projects. Whether you need to deploy, integrate, upgrade or optimize your monitoring platform, our teams bring you their technical expertise and field experience to help you achieve your objectives quickly and efficiently.

### Our Services:

- **Turnkey Operations:** boost IT operations productivity with our turnkey packages that encompass installation, upgrade, migration, check-up or audit.
- **Tunkey Integrations,** customized services that include developing Monitoring Connectors, Stream Connectors, Open-Ticket integrations, customized and adapted to your environment.
- **Customizable professional service packs:** choose from 3 or 5-day packs, valid for one year and meeting your specific business configuration needs. Our monitoring experts will assist in configuring and optimizing your platform.

## Key Benefits



**Time-saving and efficiency:** turnkey services delivered by our experts.



**Ongoing optimization:** solutions tailored to the complexity of your project offered by our technical experts.



**Flexibility:** turnkey or more personalized services, decide can best ensure your monitoring success.

## Why Choose Centreon Services?

- **Complete control of the project value chain,** from design to implementation.
- **Access to a team of proactive and collaborative experts,** reputed for their professionalism.
- **Local and international partners network** to meet your most specific needs.

# Customer Success Management

## Customer Success Management to Guarantee the Day-to-day Performance of Your Monitoring System

At Centreon, we understand that every IT project is unique and requires a tailored approach. Proactive, dedicated, and knowledgeable, our team works alongside yours to ensure the success of your monitoring. We make sure that your needs are promptly addressed, that your projects progress efficiently and that future requirements are anticipated.

## Always-On, Customized Support for Achieving Operational Excellence in Your Business.



### Customer Success Management

The CSM understands your immediate and long-term goals and finds the path forward that meets your constraints and requirements.



### Technical Account Management

The TAM accelerates your time-to-value by assisting in documenting, maintaining, and using your Centreon Platform.



### Expertise Centreon

Access to Centreon internal teams that can be called upon to help with complex technical subjects and/or issues (R&D / Product / TSM...).

## Key Benefits



### A single point of contact

centralizes and follows up on your requests with Centreon teams to guarantee the best level of response in the shorter time possible.



### Customizable follow-up and advice:

your CSM representative understands you and cultivates a privileged relationship with your teams. They provide recommendations based on our best practices and anticipate your needs. They follow up on your open tickets with Customer Care, escalating where necessary.



### Proactivity and proximity:

your CSM representative consistently updates you on changes to the product roadmap, involves you in product developments with exclusive access to beta tests, UX/UI considerations and strategic discussions, and integrates your needs into Centreon's long-term vision to foster a lasting and fruitful collaboration.

**Contact us to find out more about our customizable support solutions.**

A leader in digital performance monitoring, Centreon has been developing a unique expertise in monitoring infrastructure, networks, and digital user experience since 2005. 1200 customers, public organizations, enterprises, and MSPs worldwide, an extended network of 80 partners, and 250,000 users in 60 countries, count on Centreon every day. With a 160-people team working from five different countries, Centreon posts a 25% average yearly growth. .

To know how we can help you, please [contact-us](#).

To help you in your IT monitoring journey, find all of our free and educational resources: ebooks, guides, surveys, customer stories, tutorials and videos in [our resource center](#).



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