

Partner-Led CX Journey Design Workshop

Solution Overview

Customer engagement in AI and consumption-era portfolios doesn't end at the sale — it starts there. Customers buy outcomes, and those outcomes are delivered across a lifecycle that vendors and partners must serve together. nVision helps IT vendors design partner-led customer engagement frameworks that turn the entire lifecycle into a revenue-and-renewal engine, with clear role definition across vendor and partner touchpoints. We bring the experience and subject matter expertise required to formulate — or sharpen — the framework and capabilities that accelerate growth, scale, and customer time-to-outcome.

Duration: One Quarter

Key Deliverables

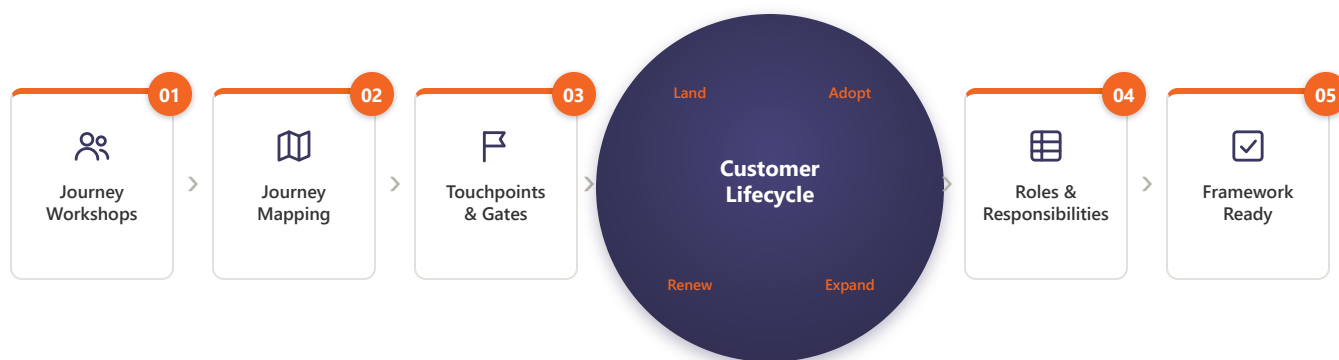
Journey Mapping & Design

- » Interactive workshops (virtual or in-person) to map the forward-going customer journey and engagement framework, aligned to LAER
- » A defined customer journey map and the experience the vendor intends to create at each stage of the lifecycle
- » Clear activities, deliverables, and success gates at each customer touchpoint

Roles & Operationalization

- » Identification of where vendor and partner each create unique, differentiated value across the lifecycle
- » A responsibilities matrix defining vendor and partner roles at every phase
- » Gap, risk, and mitigation analysis with executive recommendations
- » Finalized Partner-Led Customer Engagement Framework, ready for enablement and operationalization

nVision Partner-Led CX Journey Framework



In the AI era, customer engagement doesn't end at the sale — it starts there.

From journey design to role definition, nVision helps vendor executives turn the customer lifecycle into a revenue-and-renewal engine — with partners clear on the value they deliver at every stage.