

Partner-Led Customer Engagement Framework

Solution Overview

In consumption economics, the customer relationship is the business. nVision helps partners and MSPs design customer engagement frameworks that convert onboarding into adoption, adoption into expansion, and expansion into durable ARR — with the operating discipline to make it repeatable. We bring the subject matter expertise required to define your differentiated customer experience and the capabilities that support it across the lifecycle — including where AI can raise service quality.

Duration: One Month

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 differentiated experience your firm intends to deliver at every lifecycle stage
- » Clear activities, deliverables, and success gates at each customer touchpoint

Value, Roles & Operationalization

- » Identification of where your firm can create unique, defensible value — from onboarding through renewal and expansion
- » A responsibilities matrix defining team roles and hand-offs at every phase of the customer lifecycle
- » Gap, risk, and mitigation analysis with executive recommendations
- » Finalized Partner-Led Customer Engagement Framework, ready for enablement and operationalization

nVision Partner-Led Customer Engagement Framework



In consumption economics, the customer relationship is the business.

From journey design to operationalization, nVision helps partner leaders turn onboarding into adoption, adoption into expansion, and expansion into durable recurring revenue.