

The Easiest Way to Reduce Client Churn and Increase Service Satisfaction



You sell powerful software. Let's make sure your customers realize its **long-term value**.

When your customers struggle to hire and keep the right experts, their success with your platform slows, and so do renewals. With Managed Services, **you can give them immediate access to skilled specialists who already know your solution**—keeping adoption high, results visible, and renewals on track.

Cut Churn Rates by 2-6 Points

*While an acceptable annual churn rate for many SaaS businesses is around 5-7%, enterprise-focused SaaS companies with strong maintenance agreements can often **achieve rates as low as 1-3%**, according to [Cleverbridge](#).*



Why Managed Services?

Close Skill Gaps That Put Renewals at Risk

When customers can't find or keep the right talent, their adoption slows—and so does their confidence in your platform. With Managed Services, you can offer them instant access to certified experts who already know your solution, keeping momentum strong without the delays of hiring cycles.

Sustain Success Beyond Go-Live

You've done the hard work of getting the deal signed and the system live. But if ongoing admin and optimization fall off your customer's radar, ROI stalls. Managed Services keeps everything running smoothly, proactively surfaces improvements, and helps your customers see continuous value—protecting renewals and creating expansion opportunities.

Drive Outcomes Without Adding Burden

Your customer contacts shouldn't have to double as sysadmins, configurators, and support desks. With Managed Services, you can assure them that experts are handling the day-to-day details, freeing their teams to focus on higher-value initiatives while still realizing the full potential of your platform.