

nCloud Integrators and TSIA Lead Session on Aligning Professional Services and Customer Success at TSIA World INTERACT

POWELL, OH, UNITED STATES, May 3, 2023 /EINPresswire.com/ -- nCloud Integrators, a leading software implementation and strategic consulting firm focused on Customer Success, Customer Support and Professional Services, will lead an interactive session with The Technology & Services Industry Association (TSIA) on "Aligning Professional Services and Customer

Success to Achieve Efficient Customer Outcomes" during the TSIA World INTERACT Orlando conference May 8-10, 2023.



During this May 10 session at 11:45 a.m., Bo Di Muccio, Distinguished VP, Professional Services Research, TSIA, and Brian Hodges, President and Co-Founder of nCloud Integrators, will discuss significant overlaps in professional services and customer success charters that result in resource sharing, responsibility confusion and charter collisions that may impact practices. Key topics to be explored during the discussion include:

- *Defining or refining service entity charters
- *Challenges of organizational resource alignment
- *The use of applications, systems, and tools across delivery teams

This session is an extension of topics outlined in a recent white paper released by TSIA and nCloud Integrators entitled, "Successfully Navigating the Changing Priorities of Professional Services: A Fresh Look at Services Convergence During Times of Economic Uncertainty." The white paper can be downloaded via TSIA's membership portal or by visiting www.nCloudIntegrators.com/whitepaper.

About nCloud Integrators

nCloud Integrators can help you define what customer success means for your business. Every year, nCloud's team of experts assists hundreds of customers in building or improving their

customer journeys through executive-level strategic services and technical implementation expertise. For details on nCloud's services and decades of software industry services experience, visit ncloudintegrators.com.

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