CriticalArc Appoints Dennis Fox as Vice President of Customer Success

Seasoned SaaS executive joins CriticalArc to lead global Customer Success and Support, strengthening customer outcomes and long-term value.



BROOMFIELD, CO, UNITED STATES, September 16, 2026 / EINPresswire.com/ -- CriticalArc, the creator of SafeZone®, today announced the appointment of Dennis Fox as Vice President of Customer Success, reinforcing the company's commitment to delivering exceptional customer outcomes as its global community continues to grow.

Fox brings more than 24 years of SaaS leadership experience, with a track record of building and scaling high-performing Customer Success organizations focused on retention, expansion, and long-term customer value. Throughout his career, he has built Customer Success functions from the ground up, led global teams through periods of rapid growth and multiple acquisitions, and developed customer health frameworks and engagement strategies designed to strengthen customer relationships and improve net revenue retention.

In his new role, Fox will provide dedicated leadership for CriticalArc's global Customer Success and Support functions. His focus will include customer health, success planning, adoption, renewals, expansion opportunities, and building strong, long-term relationships with customers and executive stakeholders.

"Dennis's appointment reflects a focused investment in how we support our customers as CriticalArc continues to grow," said Darren Chalmers-Stevens, President at CriticalArc. "Our

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> *Dennis Fox, Vice President of Customer Success at CriticalArc*

customers rely on SafeZone to support the safety and wellbeing of their communities, so ensuring they continue to maximize the value of that investment is incredibly important. Dennis brings the experience, discipline, and customer-first approach to help us strengthen customer health, adoption, success planning, and long-term partnerships. Ultimately, this is about continuing to strengthen how we operate as a company and the value we deliver to our customers and the communities they serve."

Fox also brings a forward-looking approach to Customer Success, including the use of AI-assisted insights to help teams better understand customer health, identify opportunities for improvement, and build stronger, more outcome-focused customer relationships.

"At CriticalArc, there is a clear connection between customer success and the real-world impact our technology has on the communities our customers serve," said Dennis Fox, Vice President of Customer Success at CriticalArc. "I'm excited to work alongside our customers and teams around the world to strengthen adoption, deepen engagement, and ensure organizations are realizing measurable, long-term value from SafeZone. My focus is on building trusted partnerships that help our customers achieve their goals and continue evolving how they protect and support their communities."

Fox's leadership approach combines operational rigor, deep customer understanding, and a commitment to trusted, long-term partnerships. His appointment supports CriticalArc's continued investment in the people, processes, and capabilities required to serve a growing global customer base.

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