



CUSTOMER SUCCESS.

We're here to support you in every step of your journey.



FOR THE GOOD OF THE COMPANY™

Dream big and reach your business goals with the help of Domo's customer success offerings.

Becoming a data-driven organization comes with a learning curve. Domo is not just a platform, or a piece of software—it's a transformative experience. We're committed to making sure that every user gets maximum value out of their Domo experience, and we've created a comprehensive support system to help you succeed. Domo's customer success team is there from the start to help you adopt new capabilities, implement them throughout your company, get your employees used to using Domo, and troubleshoot when you have questions. From hitting the ground running, to ongoing support and training, here's how our team supports yours.



"We knew user adoption would be critical to our success, but we weren't 100% sure how to approach it. After this engagement, we have the tools we need to drive adoption forward with confidence"

TJ Linz
Director of Strategy & Analytics

L A Z B O Y

Domo helps align your people, data, systems, and processes.

Consulting Services

Domo's consulting team is there to help with digital transformation, maximizing the value of all of your data, and coordinating for key business requirements that genuinely move the needle. Our data strategies, architecture, and implemented systems guide Domo consulting customers to reaching new levels of performance—and regardless of the scale of your organization, we can build a consulting package that will suit your needs.

- **Personally-guided comprehensive onboarding** to establish a clear path to attaining your goals. We identify your key business questions and give you the skills and tools for acquiring future wins.
- **A tried-and-true systematic process** that helps you identify the right goals, connect to the right data, analyze the right insights, implement the right governance, and improve overall impact.
- **Expertise in avoiding common missteps** by working collaboratively to find the direct path to value.

We'll guide you at every step along your journey.

Customer Success Management

We create a personalized roadmap for you, including actions and outcomes of every phase, so you can thrive in your newly data-driven culture.

- **Personalized service from both a customer success and a technical solutions manager** to guide you toward business value and help you architect the infrastructure to deliver that value as you continue to grow.
- **Help identifying major opportunities and business requirements** to keep you ahead of the curve.
- **Guidance in leveraging best practices**, assuring you get the most out of your data.

We connect you to expert resources you can learn from.

Domo Education

No matter your role, or your comfort level in using data, as soon as you open Domo, education is at your fingertips—we've built training assets for every stage of need and learning preference.

- **Train yourself.** The full suite of Domo training modules is available for free in the Domo Appstore. These are short e-learning courses that cover everything from the basics to the most advanced content, including best practices for how to optimize Domo for your business. Get the help you need instantly with hundreds of how-to videos and over 1500 articles available in the Domo Knowledge Base.
- **Train your team.** Coursebuilder, our proprietary eLearning authoring tool, allows you to customize training to your specific needs. We give you the assets, and you can implement your language, examples, stories, or process documents to develop training that is specific to your company. Access and download our training apps, customizing them as you see fit for your room.
- **Have Domo train you.** Attend our public courses, custom webinars, or stream onsite at your location. Leverage Domo University content via our train the trainer programs to enable your own L&D teams and trainers for full autonomy.

A hand holding a smartphone displaying a data dashboard. The screen shows a map of the United States with a color-coded legend. Above the map, it says "\$11.1m Current Total Sales". Below the map, there are two numbers: "191,785" and "146,543". At the bottom, it says "last updated 3 hours ago".

Domo brings together people, data, and systems for a digitally connected business.

Rest easy, knowing you're never alone.

Domo Support

Our world-class support team is available 24/7 to answer your data and business questions and help you make the most of your Domo experience offering several levels of assistance to make supporting your teams easier, depending on your need.

- **Ask for whatever you need, whenever you need it. Live support options are available,** as well as a myriad of valuable self-help resources in our online Help Center.
- **We speak your language.** We have international support and multilingual help available to speak the global languages of your team.
- **All of your information, always at your fingertips.** We make it easy for you to track the status of your support cases online, and on your mobile device. Our intuitive portal is your one-stop shop for easily viewing, opening, and managing all of your support requests.
- **Personalized, proactive service, enhanced response times, and SLAs.** Domo offers premium support options that bring the scale, depth, and customized support that you uniquely need.

Leverage the experience of an active online community of Domo users.

Dojo Online Community

As you use Domo to solve bigger, more complex problems, you can use Dojo, our online community, to connect and discuss with Domo experts from around the world.

- Ask questions and get answers 24/7 from Domo community experts.
- Search through hundreds of solutions crowdsourced by thousands of Domo customers.
- Suggest and vote up ideas to help improve Domo in our Dojo Ideas Exchange—more than 250 ideas implemented to date.
- Participate in Domo Dojo Day, our recurring live online Q&A events that foster a deeper level of value and community.
- Join the conversation at dojo.domo.com.

Domo Partners can function as an extension of your team, scaling to meet your specific needs.

Partner Network

Regardless of your industry, department, size, or geographical footprint, we've got a partner who can help you design, plan, develop, and deploy Domo for projects of all sizes and levels of complexity.

From leading innovative technology partners that develop value-added integrations, apps, and connectors; to system integrators and business consultants that provide project expertise ranging from strategic advice and business transformation to IT service, solution development, and delivery—if you need support, we'll help you select a partner that's right for you.

When you work with Domo, you aren't just buying a technology platform. We don't sell you a tool and then walk away—we consider this a long-term partnership and commitment to achieving your goals, and we're looking forward to working with you.

Get in touch with us.

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Learn more at Domo.com



