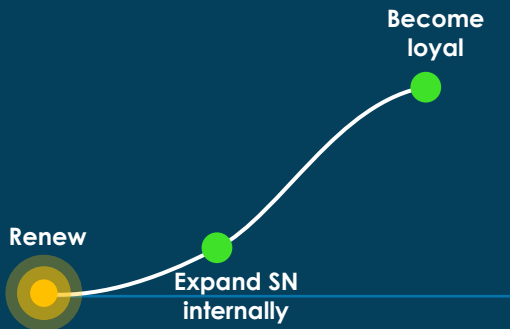


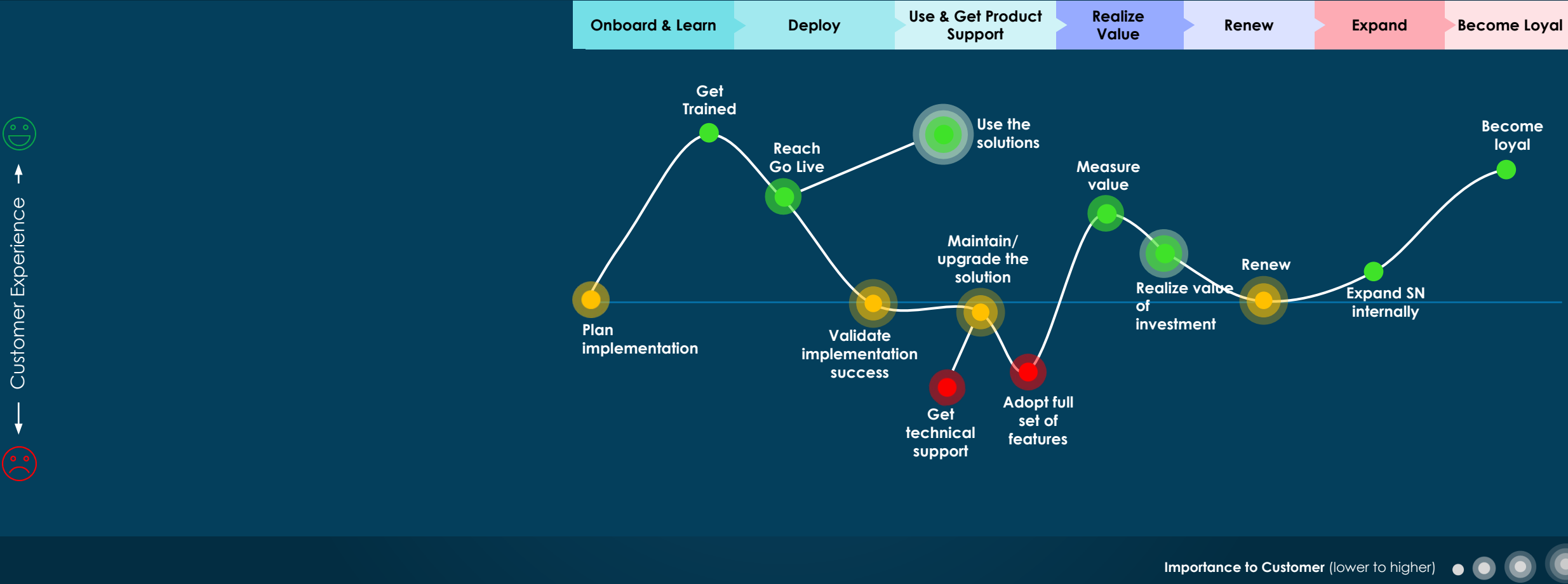
Post-Sale Customer Journey

Customer Experience ↑
↓

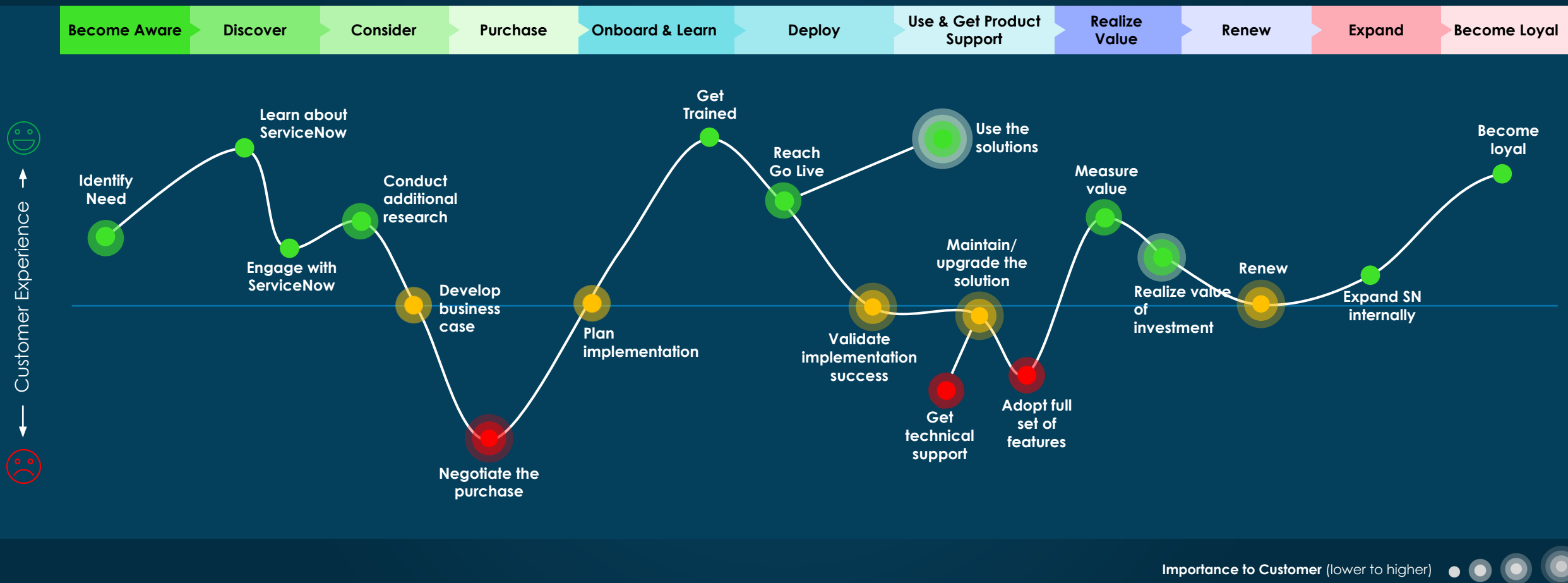


Importance to Customer (lower to higher)

Post-Sale Customer Journey



Post-Sale Customer Journey



Proactive



Prescriptive



Personalized

