

## Evolve

## Evolve Customer Lifecycle Reviews

### THE CHALLENGE

Customers often lack visibility into key contract milestones and consumption, product lifecycle risks, roadmap alignment, and expansion opportunities — leading to surprises, reactive decisions, and missed opportunity to maximize value.

### THE SOLUTION

A structured, cross-functional engagement that aligns customer goals with product strategy, lifecycle planning, and additional opportunities — maximizing value realization.

#### Enhanced Customer Experience

- ◆ A holistic approach with scheduled touchpoints to avoid surprises and maximize value
- ◆ Presidio CSM delivers insights and consumption data during the lifecycle
- ◆ Presidio Technical resources aligned to customer's needs providing roadmap updates
- ◆ Adoption Use Cases to maximize existing investment

### KEY BENEFITS

**Strategic Alignment:** Ensures the contract aligns with the customer's goals across technology, cost, value, and objectives.

**Proactive Engagement:** Drives meaningful insights and prepares customers for contract events, key milestones, and eliminates surprises.

**Lifecycle Optimization:** Identifies EOL risks, upgrade paths, and additional software capabilities.

**Cross-Functional Collaboration:** Leverages expertise across all Presidio resources to provide an enhanced and streamlined customer experience.

**Customer Success Acceleration:** Maximizes value for our customers with both short-term and long-term considerations from Presidio: their trusted advisor.

### WHAT MAKES US DIFFERENT

Presidio's Evolve goes beyond traditional renewal management by bringing together a structured, cross-functional team — Account Managers, Solution Architects, Customer Success Managers, Renewal Specialists, Adoption Specialists, and EA Business Development Managers — all aligned around a single customer outcome.

Built on a continuous lifecycle cadence rather than point-in-time reviews, Presidio Evolve ensures customers receive proactive insights on lifecycle risks, consumption trends, EOL exposure, and roadmap alignment throughout the entire contract lifecycle — not just at renewal. Our tiered service model ensures every customer receives an engagement level matched to the scale and complexity of their environment, with Presidio serving as their trusted advisor every step of the way.

### WHY PRESIDIO

At Presidio, speed and quality meet technology and innovation. With a decades-long history of building traditional IT foundations and deep expertise in automation, security, networking, digital transformation, and cloud computing, Presidio is a trusted ally for organizations across industries. Presidio fills in gaps, removes hurdles, optimizes costs, and reduces risk. Presidio's renowned technical team develops custom applications, provides managed services, enables actionable data insights, and builds forward-thinking solutions that drive extraordinary outcomes for clients globally.

Presidio Evolve services are unique in the industry, differentiating from simple resellers by aligning with business needs and focusing on improving business outcomes.

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