

EUNAVERSE

# Engaging with Customer Success to Unlock the Full Value of Euna Budget

Eunaverse 2025

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# About Me

- **Role:** Manager, Customer Success – Euna Budget
- **Location:** Burlington, ON
- **Focus:** Retention • Adoption • Long-term client outcomes
- **Personal:** Dad/Coaching adventures



# Your Customer Success Team

## Non-Profit and Special Vertical

Michael Brown  
Manager, CS

Matt Arch  
CSM

Jenny Cull  
CSM

Prashanth Kavirala  
CSM

Pallavi Singam  
CSM

Katie Walker  
CSM

## Government

Paul Rabeau  
Manager, CS

Mini Das  
CSM

Andrew Lewin  
CSM

Mike Newsome  
CSM

Patricia Oblak  
CSM

Victor Rosas  
CSM

# Customer Success at Euna

*We exist to help you succeed—not just with our software, but in achieving your organizational goals.*



## Guide

- Share best practices & adoption tips
- Strategic initiative planning tied to your goals.
- Introduce & encourage use of new features
- Benchmark you against your peers & industry standards



## Assist

- Connect you to the right resources and teams
- Facilitate escalations so issues don't stall progress
- Provide guidance for your staff
- Act as a bridge between you and other Euna departments



## Advocate

- Capture and channel your feedback to product
- Push for process improvements on your behalf
- Help tell your success stories internally & externally
- Represent your needs during roadmap & strategy conversations

**How could we better align our efforts with your strategic priorities?**

# Engagement Opportunities

## Real Life Examples

- Success Planning – work with your CSM to meet long-term objectives
- Webinars
- User Groups/Affinity Groups
- eTutor Tuesdays
- EunAdopter?
- Eunaverse Conference
- Euna Academy – online training curriculum
- Euna Knowledgebase – one-stop portal for support cases, help site, academy
- Care+ - system review, training, custom upgrades, professional services
- Strategic Consulting packages – module implementation, process improvement, gap analysis

- **What would make your experience with Customer Success even more valuable in the next 6–12 months?**
- **Are there upcoming initiatives where you see Customer Success playing a key role?**

# Let's Stay Connected!

- We want to hear from you!
  - Email: [customersuccess.questica@eunasolutions.com](mailto:customersuccess.questica@eunasolutions.com)
  - Email: [paul.rabeau@eunasolutions.com](mailto:paul.rabeau@eunasolutions.com)
  - Phone: 1(844) 226-3862 ext. 122

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**Thank you!**

Let's reach for the stars!

