



Customer Success Plus program features



Octave's Customer Success Plus program brings a proactive, personalized approach to every stage of the partnership to help you realize value sooner, build stronger advocacy and hit critical milestones with confidence. With customer-centricity at the core of how we work, our Customer Success team acts as a trusted advisor from onboarding to adoption and beyond. The goal remains simple. We help you achieve your business objectives, sharpen outcomes and continue scaling what's possible with your Octave solutions.

Driving value and outcomes

- With Customer Success managers positioned across every region, we understand customer challenges, then design success plans to support immediate and long-term goals. Backed by the right expertise and connected to senior leadership, we help fine-tune your path to measurable progress.
- Your customer success manager (CSM) moves in step with your digital transformation journey to drive strategy into outcomes. Through best practice, industry knowledge and a focus on ingenuity, efficiency, safety and quality, we work with you to unlock the full potential of your Octave technology.
- As a trusted advisor, the CSM provides a consultative, non-commercial partnership and serves as a single point of contact. From guidance to insight into Octave's vision and strategy, they help you stay aligned, informed and ready to scale.

Success milestones and collaboration

Progress doesn't happen in isolation. It is built through alignment and shared focus. Octave Customer Success works with your teams to define clear success milestones and establish the collaboration needed to achieve them with consistency and clarity.

Customer and solutions advocate

Your CSM amplifies your voice across every stage of the journey to ensure your priorities are heard and acted on. Acting as a bridge to the right Octave teams, they help advance your business needs forward whether shaping new functionality or aligning to what's ahead. They keep you connected to the evolution of the Octave solution roadmap, so you're always ready for what's possible.

What Customer Success Plus can offer:

Onboard

- A personalized welcome package with the resources you need to begin
- Guided introductions to relevant portals for self-service, support and training
- Relationship building supported by consistent communication
- Alignment of objectives, outcomes and value drivers

Implement

- Alignment of the right Octave stakeholders across teams to support delivery
- Proactive monitoring to keep implementation on track
- Responsive escalation support to resolve deployment issues
- Continuous alignment to ensure smart business outcomes

Adopt

- Development and execution of a success plan
- Drive adoption and maximize value
- Ongoing sharing of best practices, education and training
- Monthly newsletters to keep you informed
- Prioritized support for incident resolution
- Regular cadence calls and health checks to maintain momentum
- Business reviews and steering committees to guide progress

Achieve

- Ongoing alignment and progress tracking against value metrics
- Clear visibility into the achievement of business objectives
- Opportunities to participate in the Octave advocacy program
- Industry recognition through initiatives such as case studies
- Personalized updates on Octave's technological advancements to keep you current

Evolve

- Ongoing check-ins to discuss updates and overall business landscape
- Realignment around future objectives as milestones are achieved
- Continuous partnership to support next phase of digital transformation

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets— for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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