



Customer Success Architect

Strategic Guidance to Accelerate Your Success

Salesforce.org is committed to the success of our Nonprofit and Higher Education customers. That commitment goes beyond our technology – because success is about more than the tools to do the job. It’s about an informed strategy that aligns everyone in your organization around one goal: transformation.

That’s why Salesforce.org Advisory Services offers the **Customer Success Architect (CSA)**.

Our CSAs have extensive experience supporting large and complex enterprise CRM deployments. They work alongside your staff and partners to understand your unique challenges, then develop and execute a business transformation roadmap.

LET’S TAKE A CLOSER LOOK AT THE CUSTOMER SUCCESS ARCHITECT



What a Customer Success Architect Can Do For You

Whether engaged at a project, program, department, or enterprise level, your Customer Success Architect helps you get more out of Salesforce and deliver results. Customer Success Architects help:

- Build roadmap and develop architecture blueprint to achieve the overall vision.
- Provide platform expertise and best practice guidance on Education, Non Profit cloud and related industry products to provide the right solution.
- Strategize key enterprise architecture tenants such as Integration and Data.
- Salesforce governance model to support ongoing success, adoption.
- Inform and Innovate with new platform features.

Meet Our Customer Success Architects



10+ years of global enterprise leadership: consultants, directors, and technology leaders



Proven program management experience and decision making at the PMO/CoE Levels



Deep Salesforce platform, Education, Non Profit cloud experience and certifications

Ready to achieve transformative results?

CONTACT YOUR ACCOUNT EXECUTIVE TO LEARN MORE.

Customer Success Architects are available on a limited basis.

