

## OpenAthens onboarding customer charter

OpenAthens technical solutions team



September 2023

## **Our approach**

- A dedicated implementation specialist will be on hand to help every step of the way
- We make the complex things simple, and ensure it's clear on what you can expect
- Our approach is tailored to match the unique needs of each of our customers
- We are technical leaders in our space



## Our support

- We help you get the most out of our products and services
- You'll be kept informed and up to date
- Our belief is that collaboration is the key to success
- We are a flexible and adaptable team with a global reach
- Our team culture is one that is open, honest and supportive



# Your role as a customer

Understanding your needs will enable us to design the best solution for you

Providing us with all of the information that we need means a better onboarding experience for both of us

Your continued engagement will help us to help you





#### Talk to us...

We strive for continuous improvement, so your feedback is invaluable



## **OpenAthens onboarding**

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