



# Posh's "Partnership for Life" Promise

## What is Posh's "Partnership for Life" Promise?

The Posh "Partnership for Life" promise stems directly from one of our core values: serve the user. With every client, we strive to deliver the best in-class customer experience that makes a lasting difference. We take a 360-degree approach to customer service, evolving our services into a partnership that lasts beyond deployment.

Posh's client success team is committed to a proactive consultative approach in sharing ongoing best practices and strategizing with each client addressing market impacts and organizational changes. Clients are guaranteed personalized service for seamless integration, customizable AI solutions designed to organizational KPIs, access to strategic marketing consulting, and guaranteed dedicated time for questions that may come up along the way.

### Posh's Partnership for Life Promise is designed to:



**Drive Adoption**



**Mitigate Customer Attrition**



**Accelerate ROI**



**Create Proactive and Reactive Plans for Maximized Growth**



**Ensure a Seamless End-User Experience**

### Services Provided:

- > **Alignment Meeting:** Align on individual needs, define KPIs, formalize project plan, conduct design reviews, and more.
- > **Project Kickoff:** Posh and client team to revisit objectives, solution(s), and all work streams of the project with a defined timeline.
- > **User Journey / Design:** Customize content to tailor to your specific business needs.
- > **Integrations & Implementation:** Integration Specialists will work with the implementation team to ensure a seamless integration.
- > **Outcomes and Adoption Strategy:** Strategize how to launch, including communicating with your customers to maximize adoption & ROI.
- > **Acceptance Testing (QA):** Test the AI to ensure it achieves your goals.
- > **Go-Live:** Production deployment and close monitoring to ensure success.
- > **Partnership for Life Program:** A continued proactive consulting approach, monthly meetings and bi-annual business reviews.



*"We chose Posh for their proven track record of streamlining the customer experience and the ability to customize our voice, so our members have seamless and consistent service no matter the channel. Not to mention, we continue to be impressed by the level of partnership we've received from Posh. Throughout the entire process, Posh has felt like an extension of our Citadel team,"*

**Pam Krupansky**  
Citadel Credit Union



*"The experience has been better than anticipated. The system is incredibly easy to use. Without having to hire additional people, we serve our members faster and at all hours. Our self-service solutions have been more successful as our members now have a guide to take them step-by-step through what they want to do,"*

**Steve Goodwine**  
Hudson Valley Credit Union



*"Posh has truly been a partner to Freedom First, well beyond the project work and implementation. Most vendors onboard you, and once the product is in maintenance you no longer hear from them. Posh has continued regularly scheduled meetings with us adding value every time, allowing us to continue to refine and improve our Bot."*

**Sarah Andrews**  
Freedom First Credit Union

