

TSIA Advisory Services | Solving Critical Business Challenges With Data, Not Opinions



Bio

Sara Johnson is the director of support services research for TSIA. In this role, she provides membership and advisory designed to help member companies optimize their Customer Support organizations to achieve and deliver desired customer and organizational outcomes.

Sara has over 20+ years of experience in various leadership roles within the ERP software industry focusing on building world class, global customer support organizations. She has also held various roles in software product development, product management, professional services, managed services, and education services giving her a well-rounded background to help members achieve their goals.

Delivered By Sara Johnson

Director, Support Services Research, TSIA

Top Support Services Advisory Engagements

- Transforming Support Organizations
- Support Services Knowledge Management
- Support Services Talent
- Motivating Support Services Teams
- Building Best-in-Class Support Service Organizations
- Support Channel Delivery Best Practices
- Implementing Best-in-Class Voice of the Customer Programs

Providing Data-Driven Advisory to the World's Leading Technology Companies

HOW WE
WORK WITH
YOU

ALIGN

Align Executive Leadership
By placing industry validated data at the center of the conversation

ACCELERATE

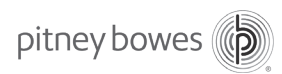
Accelerate Organizational Capabilities
Speed up business initiatives with a customized plan

TRANSFORM

Transform Business Models
Leverage the world's most influential advisors on the future of technology and services

OPTIMIZE

Optimize Business Performance
Educate business line leaders on critical industry trends



Delivered Virtually
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