

Know Who's at Risk and Who's Ready to Grow

Unified intelligence driving productivity, retention, and portfolio-level health

Signals indicating account health, risk, and growth are fragmented across product usage, support, financial data, and CRM. Customer Success reacts after escalation, expansion is discovered inconsistently, and prioritization is subjective and manual.

What's holding you back

- Health metrics defined differently by every team
- Can't reliably join usage, support, and finance data
- Don't know which accounts safe, at risk, or ready
- Upsell opportunities reactive
- Dashboards exist but no one trusts numbers

What success looks like

- › Unified, trusted customer health score
- › Early identification of at-risk accounts
- › Clear prioritization of expansion-ready customers
- › Improved alignment between CS and Sales
- › Leadership visibility into portfolio health

How evolV helps



Creates canonical customer and account models with governed health metrics



Surfaces early-warning signals before escalation with explainable scoring



Aligns Customer Success and Sales around shared intelligence and clear prioritization

Why evolV?

- **Customer health** intelligence expertise
- **Proven** early-warning frameworks protecting revenue
- **Transparent models** Customer Success teams trust
- **Experience** unifying usage, support, finance, and CRM data