

Building the AI-native CS organization — not theoretically, but operationally.

20+

hours / CSM / week
Admin time eliminated

2+

hours per QBR cycle
Prep time recovered

5+

hours / CSM / week
Documentation savings

WHAT WE BUILT

LIVE

Churn Risk Predictor

Behavioral and usage signals surface at-risk accounts before escalation. Built-in follow-up

LIVE

Client Health Scorecard

Dynamic scoring replaces gut-feel health checks with threshold-triggered next-step

LIVE

QBR Prep Workflow

2+ hours of manual prep reduced to under 30 minutes — AI-generated talking points, data

LIVE TOOLS — SEE THEM IN ACTION

ROI Calculator

1 Quantifies CS program value in revenue terms — built for exec-level conversations.

theaicsm.com/portfolio →

Churn Risk Dashboard

2 Real-time account risk visualization with embedded action protocols.

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Client Health Scorecard

3 Dynamic health model with threshold-triggered next-step recommendations.

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GOVERNANCE & ROLLOUT APPROACH

Phased deployment:

Live workflows validated before broad adoption — no untested tools in the field.

Team-trained:

Enablement materials built and delivered. CSMs are practitioners, not passengers.

SOP-backed:

Every AI output governed by a documented SOP — not ad hoc prompting.

Exec-reported:

Formal initiative presented to leadership with measurable KPIs established.