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## Intelligent Planning

Feb. 27, 2020



Centage Corporation ([www.centage.com](http://www.centage.com)), a provider of cloud financial software that transforms how businesses budget, forecast, analyze and report, has announced a set of new planning services to provide customers a guided turn-key experience.

The new services pair a certified Planning Maestro consultant from Centage with customers through the entire implementation, setup, go-live and training phases – helping increase time to value and tap into best practices from within the customer [community and help hub](#). “Our customers are busy finance professionals with a lot on their plates already. Implementing software can seem daunting to many, especially when there are process improvements and change management considerations. Many have asked Centage for turn-key services to augment their staff during the initial months where Centage consultants work with their team to assess the current planning model, recommend best practices to adopt, configure Planning Maestro for them, and train business users on the new and improved process. We are

excited to offer this additional level of service to our customers and community,” said

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relationship. The Customer Success team serves as the client's champion, carefully tracking the client's progress and coordinating resources for the customer.

Each team has deep domain expertise that delivers excellent experiences for Centage clients. For instance, there are dedicated experts focused solely on connecting and organizing how data flows from the customer's environment into Planning Maestro — an essential component to populating the client's planning model with accurate data for strategic decision making.

On a regular basis, the organization engages in customer retrospectives, meetings where recent implementations are examined from every angle to discover opportunities to make the onboarding process the best it can possibly be, as well as share insights that will help Centage deliver a first-rate experience for each and every customer.

“Centage is deeply committed to customer success and passionate about providing a great experience, as well as great software. Dedication to customer success is at the center of our [guiding principles](#) and values. I'm pleased to offer these new guided services and align our company and teams to assist every customer in reaching an amazing level of business value from their intelligent planning and analytics processes.” explained Nate Burnes, VP of Customer Success for Centage.

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