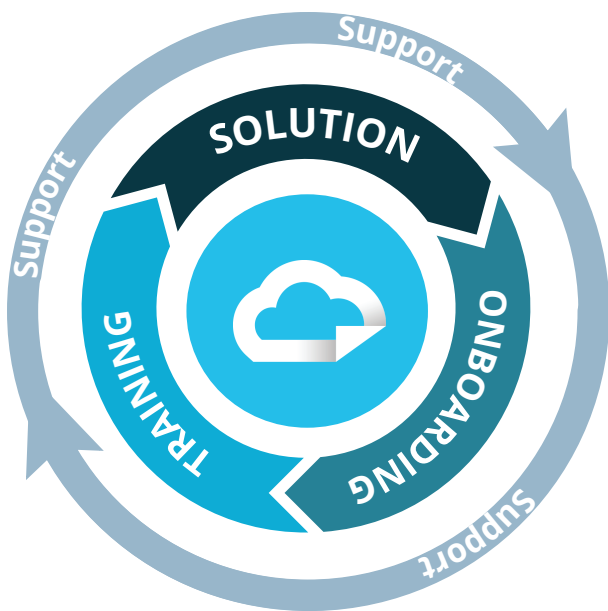# The Vitrium Security Pro Journey

When you sign up for Vitrium, you not only get the top DRM software in the market, you also get a dedicated team whose goal is to support you.

## We support you every step of the way!

From your first contact with Vitrium, to becoming a loyal customer, we are with you throughout your entire journey. We take as much pride in our customer support, as we do in the quality of our software.

Your journey with Vitrium:

✓ Solution Overview
✓ Onboarding & Training
✓ Continuous Support

# Professional Solution Overview

With Vitrium, you get a dedicated sales specialist that guides you through the entire process, from understanding your needs to selecting the right solution.

✓ Have a discovery call to learn about your needs and goals

✓ Provide a demo tailored for your use case and needs

✓ Set up a trial account to ensure Vitrium is the right fit before you commit

✓ Provide access to Vitrium's Knowledge Base

✓ Educate you and your teams on how Vitrium's automated process works

✓ Follow up and address any questions you have

# Professional Onboarding Journey

At Vitrium we offer a thorough onboarding process. We provide extensive support and training for you and your teams so you feel comfortable managing the software yourself.

✓ Provide onboarding sessions with our Customer Success Team

✓ Walk you through the process of protecting your content

✓ Train you and your teams on how to use our software

✓ Train you and your teams on how to support your end-users

✓ Educate you on how to leverage Vitrium's capabilities

# Continuous Support

Vitrium provides on-going support once your project goes live. Whether you are a new customer, or a seasoned Vitrium veteran, our goal is that you are happy and satisfied.

- ✓ Continuous upport via phone

- ✓ Periodic check-ins from your account manager

- ✓ Access to Vitrium's Knowledge Base for how-to videos, manuals, guides, etc.

- ✓ Notifications about new features and improvements

- ✓ Monthly newsletter with interesting content and important announcements

# About Vitrium

Vitrium delivers content protection and digital rights management (DRM) software to companies that need to protect their videos, documents, images, and audio files.

With over a million end users worldwide and a range of solutions that empower businesses to protect, control, and distribute their content in different ways, Vitrium is the preeminent choice for businesses, government, educational institutions, and content providers across the globe.

Vitrium was the first DRM provider to focus on a "no plug-in, no proprietary apps" approach and this is still the #1 reason why customers choose Vitrium over other solutions.

## vitrium

### Protect Your Content. Protect Your Business.

**Learn More**     **Free Demo**