

The Vitrium Journey

We support you every step
of the way!



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Introduction

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
- Implementation
- Onboarding
- Continuous Support





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
- ✓ Introduce you to the different Vitrium solutions you can choose from
- ✓ Provide a demo tailored for your use case and needs
- ✓ Educate you and your teams on how Vitrium works
- ✓ Set up a trial account for you to evaluate Vitrium to ensure it's the right fit
- ✓ Follow up and address any questions you have
- ✓ Help you make an informed decision so you can reach your goals

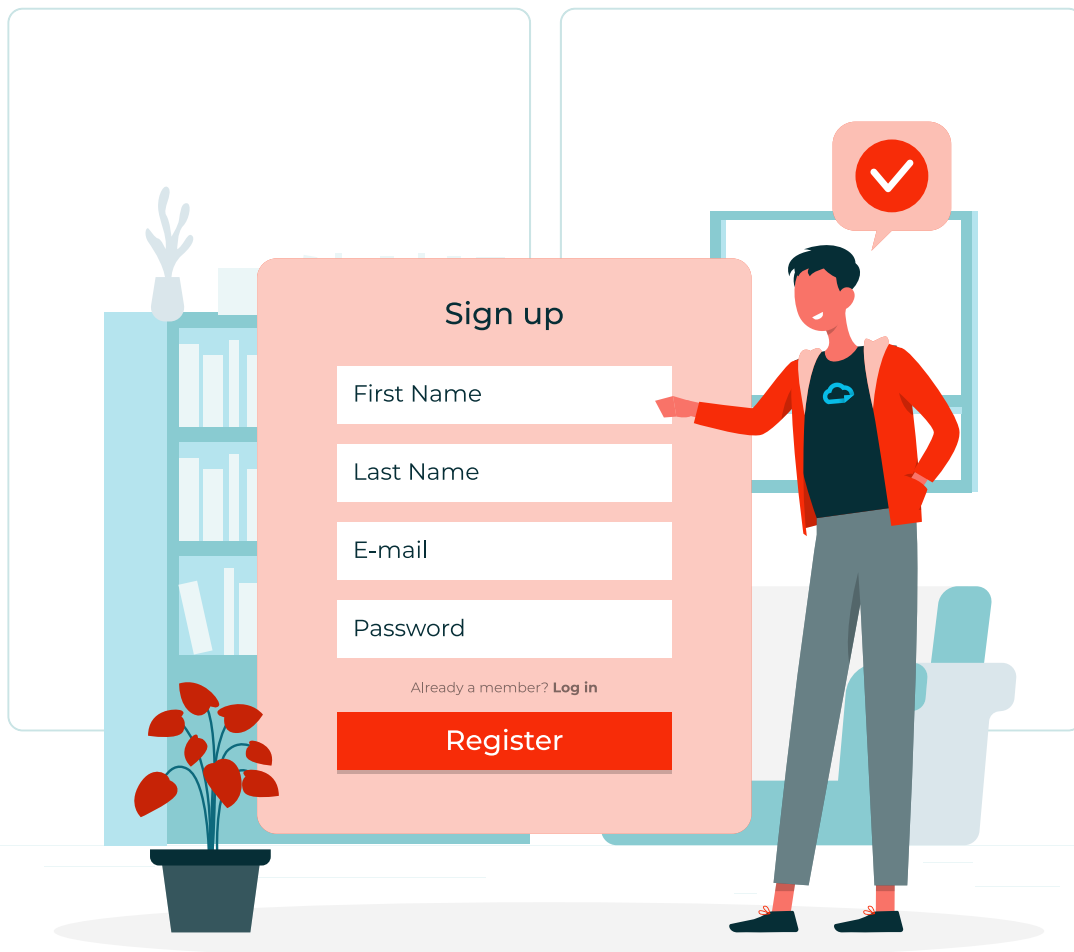




Implementation Journey

Vitrium offers a thorough implementation process. Depending on the Vitrium solution you choose we offer different services and support packages.

- ✓ Assist you to set up your account (add content and DRM settings)
- ✓ Offer senior-level technical support and development assistance
- ✓ Set up your customized end user portal
- ✓ Provide documentation and training
- ✓ Provide services and support for integrating Vitrium with other systems





Onboarding Journey

At **Vitrium**, we educate and support you so you can feel comfortable and confident managing the software yourself.

- ✓ Provide you with 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.

- ✓ Support via email, phone, or virtual meeting
- ✓ Access to senior-level technical support as needed
- ✓ 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.

**Protect your content.
Protect your business.**

Schedule a Demo



Or find out more at vitrium.com/contact-us

