

Customer Engagement

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Introduction

- **Background and history with Globus**
 - Mid to late 2000's
 - GlobusWorld
 - Univa, Globus Foundation, Globus Consortium
- **What I've been tasked with**
 - As a subscriber I'm your point person
 - Help you promote Globus within your organization
- **Current outreach**
 - Subscription tracking spreadsheet
- **Support staff**
 - Dan and Gigi



Observations

- **Support staff**
- **Documentation / Sample code**
- **Common support questions**
 - Basic users
 - GCP / Firewall Configuration
 - Didn't know there was doc / Technical questions
 - Subscribers
 - Endpoint configuration
 - Performance
 - Troubleshooting – Error messages
- **Your institution already has a subscription**
- **Subscriber specific issues**
 - Few "cookie cutter" problems / solutions
 - Some common threads



Near Term Goals – New Users

- **New User FAQs**
 - Quick -n- EZ guides / videos?
- **Drip on milestones with timeouts**
 - First transfer
 - Shared endpoint
 - Management console
 - Usage reports
- **Monitor change over time**
- **Not exclusive to new users...**



Near Term Goals – Veteran Subscribers

- **GlobusWorld Tour – live / webinar**
- **Train the trainers**
 - Give you the materials you need
 - Focus on the SaaS and the value proposition it brings
- **Static Web helper pages**
 - Institutionally branded
 - Help you evangelize Globus
 - Links to our documentation
- **Monitor change over time**



Questions I'll Be Asking

- **It's all about the number of users and bytes transferred. Or is it?**
 - Current monthly summary
 - Terabytes per Month
 - Users per Month
 - What other metrics are important to you?
 - The Globus_Usage_Transfer_Detail.csv file (and elsewhere)
- **What's working well, what can be improved on?**
- **What are you finding difficult that you believe should be easier?**
- **What can we do for you?**