

LINK Mobility & DHL

Customer Program



July 2022

What Is The Customer Program?

Collaborating with our customers to create better products.

- **Creating** new portals, products and features **with you**
- **Understanding** your tasks, needs, pain points even better
- Getting **early feedback** on new developments from you

Benefits for you

- We will take **your requirements** into consideration
- We can **prioritize** based on your and other customers' input
- We will be able to **improve the usability** of our products

[bas] ZARA

DNB VOYAD

JYSK Schibste

IKEA Media Mo

How to Participate

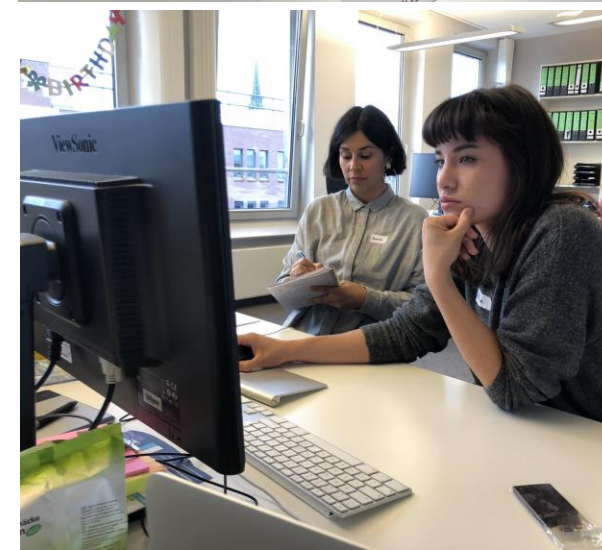
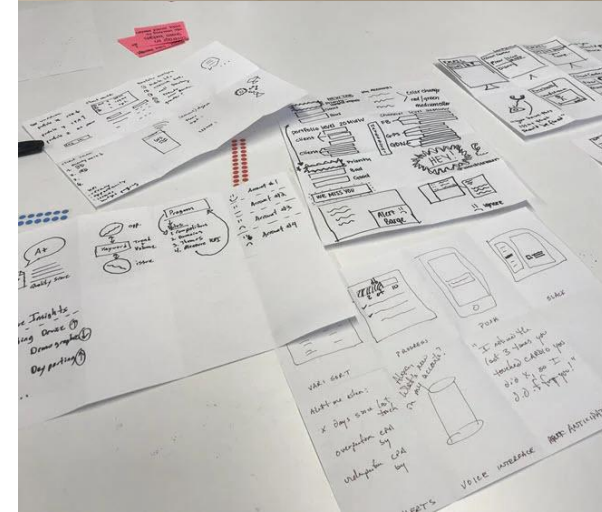
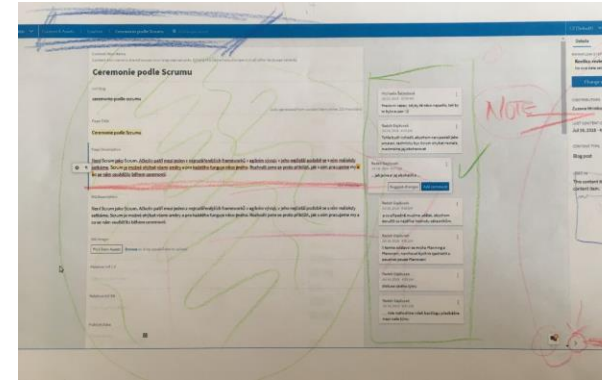
Be part of

- Customer workshops (1-3h)
- Prototype testing (1h)
- Questionnaires (15 minutes)
- Interviews (1-2 h)

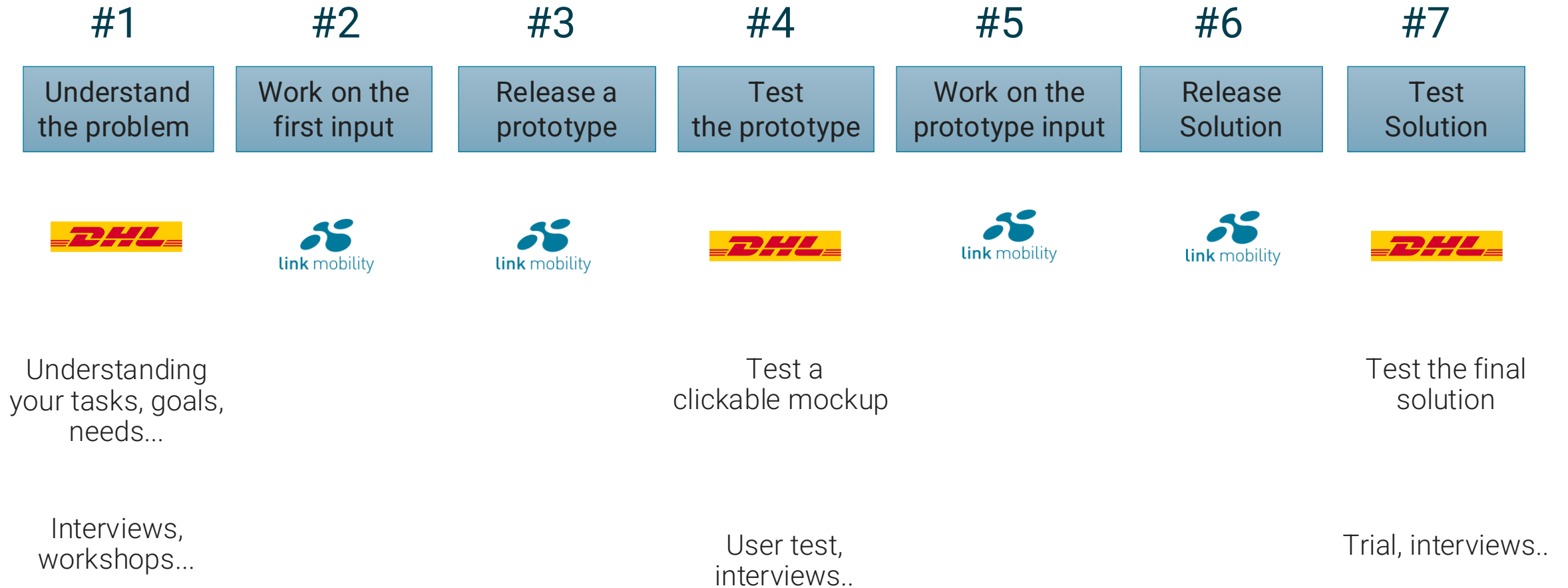
Probably 1-2 sessions per person/month

We need input from all users

- Developers
- Product managers/owners
- Account managers
- Billing managers
- ...



How We Do Research

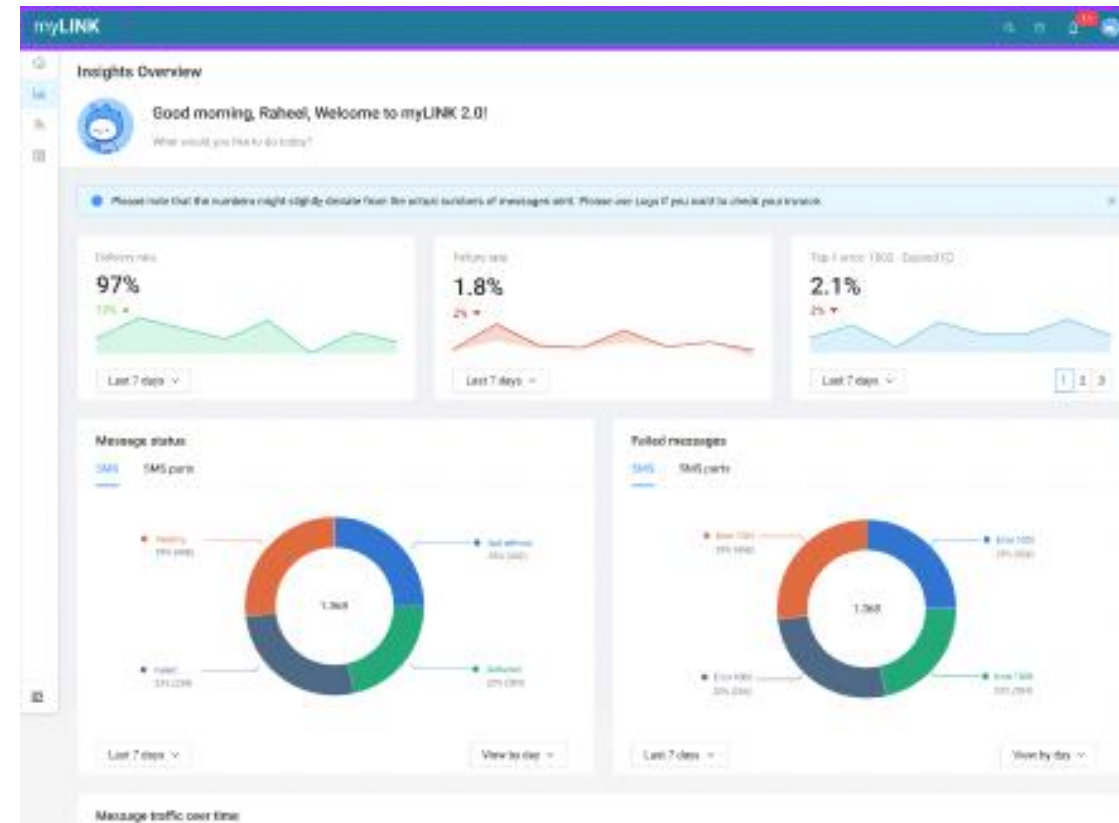


myLINK 2.0

What is it?

myLINK will be a self-service portal that enables our customers to

- easily access and manage products and APIs
- report success of communication and activities
- troubleshoot and solve issues
- get help and support



Next steps

Customer program

- Do you want to be part of it?
- Contact details of participants
- General survey would be send

Thank You!