

The logo for SmartKarrot, featuring the word "Smart" in orange, "Karrot" in black, and a small orange carrot icon with a green leaf on the "t".

SmartKarrot

A large, stylized orange opening quotation mark on the left side of the image.

**TOP
10**

A large, stylized orange closing quotation mark on the right side of the image.

**CUSTOMER
SUCCESS
BLOGS**

Customer Centric Growth



Lincoln Murphy

Lincoln Murphy is a leading customer success consultant, keynote speaker, and author. He posts regularly on customer success, customer experience, and customer-centricity.

Observations of the Success League



Kristen Hayer

Since 2015, The Success League has helped hundreds of companies reduce churn, drive expansion revenue and improve customer satisfaction.

Raising the Bar on Customer Success



Todd Eby

SuccessCOACHING shifts the focus away from providing general information about the "why" and the "what" of Customer Success, to delivering practical, proven methods and practices that provide the "how" of delivering Customer Success.

Latest CS Industry News & Insights



Kia Puhm

DesiredPath believes companies who organize their business around their customers will have a significant competitive advantage, and are well poised to future proof their business.

Software Success Blog



Jason Whitehead

This blog will help readers learn how to build high-impact customer success programs and teams, and figure out how to quickly renew and expand their accounts.

Managing Customer Success to Reduce Churn



David Skok

David Skok enjoys posting articles that allow entrepreneurs to help them start their companies. And he posts regularly about Customer Success and Customer Centricity, as well.

Cliff Notes for all Customer Retention Resources



Diana De Jesus

In Diana's words: "There's still so much to learn and I don't want to keep it all to myself so I created Keep The Customer to share it with the rest of the world"



A Platform to share Best Practices

Ellie Wu

This blog is full of excellent advice and tactics on customer success, customer experience, and ultimately how organizations can get customer-focused.



Deliver Customer Centric Business Results

Curtis Bingham

This blog teaches you how to look at customers as your most essential asset: to systematically create value for them, and in turn, motivate them to be great brand advocates for you.



Memory Creation is the Currency of your Brand

Jeanne Bliss

This blog shares about the true meaning of “customer experience” – starting with a purpose and the leadership clarity to know exactly what you should and should not do – to grow.