CTG National Nurture Program

CTG NATIONAL
Cohesive Technology Group

CTG National has implemented a robust Nurture Program that is designed to maintain focus on our clients 365 days of the year. CTG consistently earns our enterprise clients' trust through our engineering expertise, our collaborative "client-first" approach, and the wide range of complimentary IT solutions – all designed to offer our clients new and innovative technologies for ongoing challenges and backed by our ongoing focus and commitment to client satisfaction/success.

CTG has established a post-purchase website where clients can track the status of their order through CTG's Order Status Tool. This tool provides a comprehensive breakdown of resources to summarize a client's order including, but not limited to, any applicable hardware shipment tracking and/or software licensing information. The client can also download documentation referencing serial numbers, license keys, and period of performance dates.

RENEW · IMPLEMENT · DELIVER · TRACK · EXPAND · PURCHASE
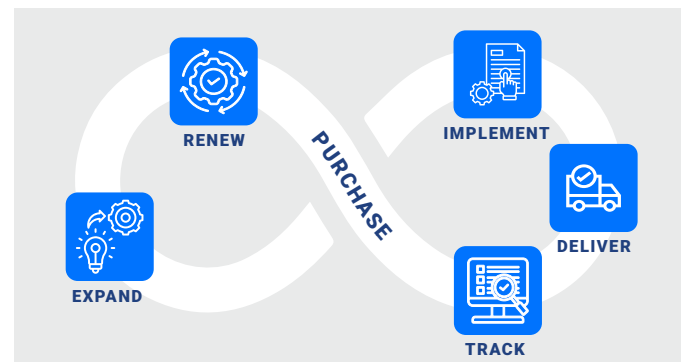
Nurture Lifecycle

TRACK
- CTG processes the client purchase order and uploads the order information to the Order Status Tool.
- CTG works to provide an estimated ship date (ESD) for the products purchased within 3-5 busness days from the date processed while managing and updating the tool weekly.

DELIVER
- CTG adds shipping/tracking information to the Order Status Tool. For electronic orders, CTG includes serial numbers, license keys, and period of performance dates at the line item level.
- All proof of delivery/entitlement information is uploaded to the Order Status Tool for the client to download.

IMPLEMENT
- The client works to install, download, implement licenses into their environment. CTG Technical/ Architecture Team is available for support assistance.
- CTG and OEM professional implementation services are engaged and tracked to completion (if purchased).

EXPAND
- CTG Sales Team works with client to help identify IT needs and/or improvements to their environment.
- CTG Engineering and Solution Architects provide technological evaluations, product demonstrations, and capabilities presentations all designed to analyze cost-benefit and ROI.

RENEW
- CTG assists with tracking upcoming renewal/subscription dates to assist with tech refreshes and new product purchases.
- CTG Sales and Solution Architect Teams to provide recommendations on technology lifecycle refresh analysis.
- CTG works closely with the client and OEMs on co-terming disparate systems and software renewals to ensure POP dates are properly aligned and do not lapse.

Contact Us

CTG National Nurture Program
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Smart | Secure | Scalable