

Customer Success Head/Director, Southeast Asia

Location: Manila, Philippines

Lifetrack Medical Systems is a healthtech company that has developed and deployed the first scalable, distributed medical imaging software designed for affordable access around the world. Lifetrack works with large healthcare chains, public health systems and radiology group practices to scale their radiology operations seamlessly without the pain or cost of legacy medical imaging software.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting with medical imaging in emerging markets, where the needs are greatest and the resources are scarcest. Our LifeSys™ platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom and United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund of UOB and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines' Ayala Group.

Core Responsibilities

Lifetrack is pursuing aggressive growth in Southeast Asia and particularly in the ASEAN 5 countries of the Philippines, Indonesia, Singapore, Malaysia and Vietnam. Enabling this growth through superior execution of deployment, training, and on-going engagement to enable customers to succeed in leveraging the LifeSys™ platform to the fullest extent possible is the role of the Customer Success function. The Customer Success Head/Director, Southeast Asia, reporting directly to Lifetrack's COO, shall:

1. Target at least 100% net revenue retention and strong promotion/advocacy among existing customers in Southeast Asia in our key priority markets
 - Structure and execute a plan for regular and pro-active user and administrator engagement in Southeast Asia for customers under his/her coverage
 - Lead all efforts to engage customers under his/her coverage in using LifeSys to its full potential such as user training, system integrations, and major feature upgrades
 - Ensure at least 100% net revenue retention of customers under his/her coverage with responsibility for organic growth, contract renewals, and product upsells
 - Work closely and collaboratively with the Technology team, particularly Customer Support, to ensure a seamless and high-advocacy customer experience
2. Build the Customer Success function in a Southeast Asia as a critical contributor to the commercial objectives of Lifetrack in the region
 - Provide support for the Growth team on for key Southeast Asia-based customer prospects through pre-sales demos, proof-of-concept planning, and deployment design
 - Be the central coordinator and planner for post-sales deployments, allocating resources across Customer Success and Solutions Engineering to support the Growth teams
 - Ensure the effective and efficient planning and implementation of post-sales deployments

across the region for successful and rapid delivery against Statements of Work

- Manage the continuing support and service requirements of Lifetrack's Southeast Asia customers to ensure retention, referrals and strong customer promoters
- Assist the COO in building a SE Asia Customer Success team structure that can support deployment, training and engagement requirements regionally at first and locally later on

Critical Qualities

Strategic partner. The Customer Success Head/Director, SEA shall be expected to take a cross-functional approach to their work, partnering with other leaders in the Lifetrack organization from the business and technology side to achieve our shared goals of growing in Southeast Asia.

Customer orientation. The primary orientation of the Customer Success Head/Director, SEA is to deliver an exceptional experience to Lifetrack's new and existing customers throughout the relationship life cycle, leading to industry-leading retention and word-of-mouth recommendations.

Team builder/manager. While the CS Head/Director is expected to be a strong individual contributor initially, the goal is to eventually build out a Customer Success team regionally to support further growth, and effectively manage and develop these teams.

Tenacious execution. The CS Head/Director will also be expected to relentlessly drive implementation across multiple projects, prioritize his/her time, and manage internal peers or superiors within Lifetrack's organization along with customer and partner stakeholders to deliver on target milestones.

Operating Principles

Purpose-driven. We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world

Do it right, from the start. We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our LifeSys™ platform, built from the ground up, reflects this.

Radical transparency. We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

Crush the bottlenecks. We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

Going the extra mile. We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.