

— THE RIVIVE RISK REPORT

Stop revenue leaking out of your customer base.

One structured diagnostic – where revenue is leaking, why accounts are leaving, and exactly what to do about it. Two weeks. Fixed scope. Deliverable-based. No retainer.

BUILT FOR: Post-PMF B2B SaaS · Series A–B · €3–15M ARR · annual contracts · no CS function yet
Actively selling into a proven ICP, first real churn surfacing, CS is still founder-run.

THE PROBLEM

Growth used to cover the leak. Now it doesn't.

Accounts go quiet after onboarding. Renewals miss despite good usage. NRR is a metric everyone watches and no one owns. You can feel the pattern – you just can't see it clearly yet.

THE REVENUE DEFENSE

You don't need a CS department.

You need to understand exactly where revenue is leaving and build the system that stops it. The Risk Report is how we get there: a fixed-scope two-week diagnostic, clear deliverables, no retainer required.

— WHAT THE RISK REPORT DELIVERS

1 Full customer-base audit

Where risk sits, by account and segment – the whole book, scored and mapped. Every account flagged with a risk level and a reason.

2 Churn pattern & NRR leakage map

What's driving exits, what they share in common, and the revenue impact per issue – so you know the exact cost of each problem.

3 Expansion opportunity assessment

Accounts with headroom you're not capturing – identified and quantified by potential revenue impact.

4 Prioritized action list

Recommendations ranked by revenue impact and implementation effort. Clear next steps, not a generic playbook.

TIMELINE

1–2 weeks

INVESTMENT

from €2,500

SCOPE

Fixed

confirmed upfront

COMMITMENT

None

no retainer

Revenue-first CS for B2B SaaS · Won ARR stays won.
services.rivive.ai

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