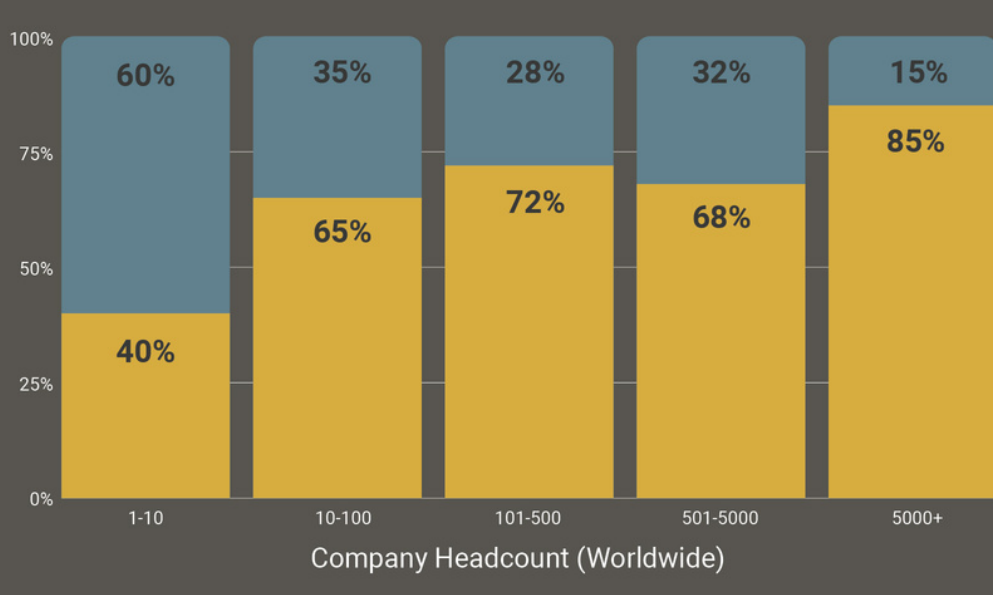
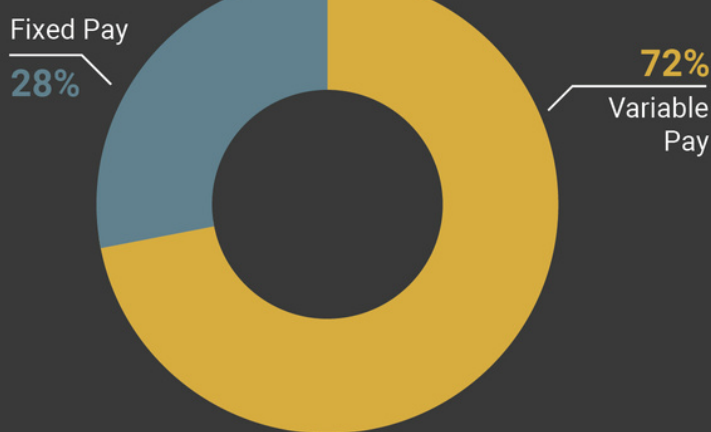




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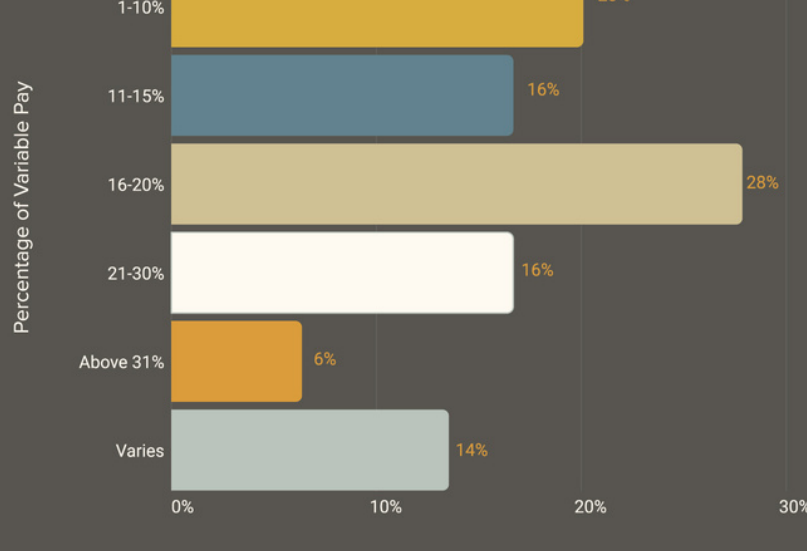
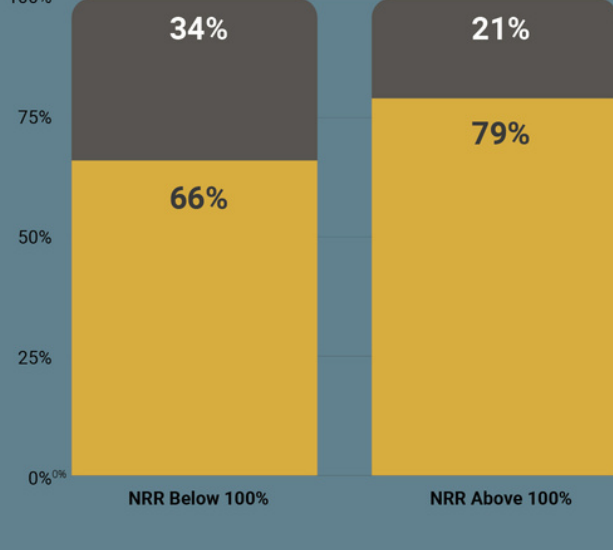
CSM SALARY GLOBAL MARKET TRENDS

Over **70%** of CSMs are offered a variable pay



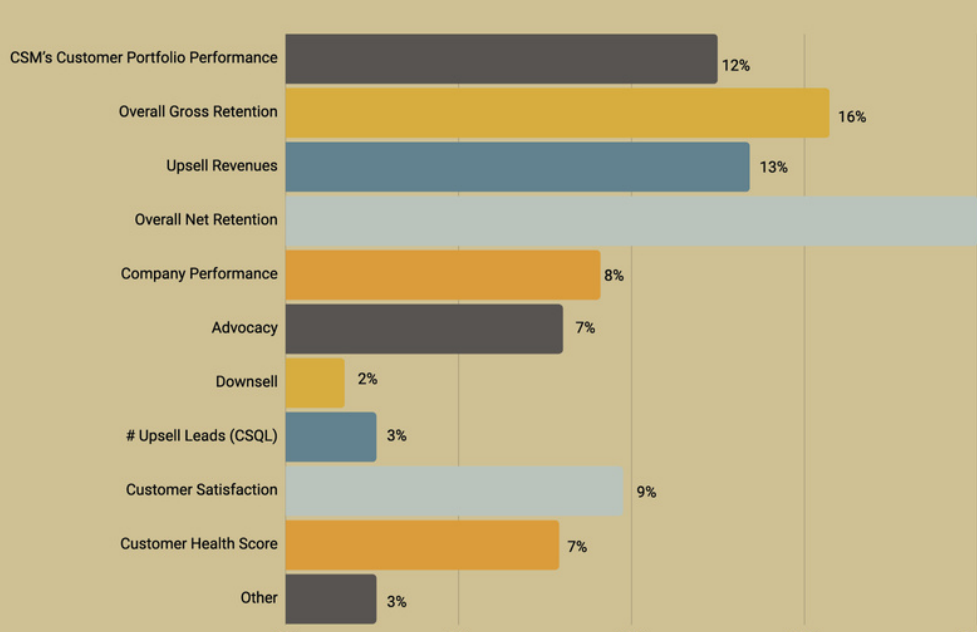
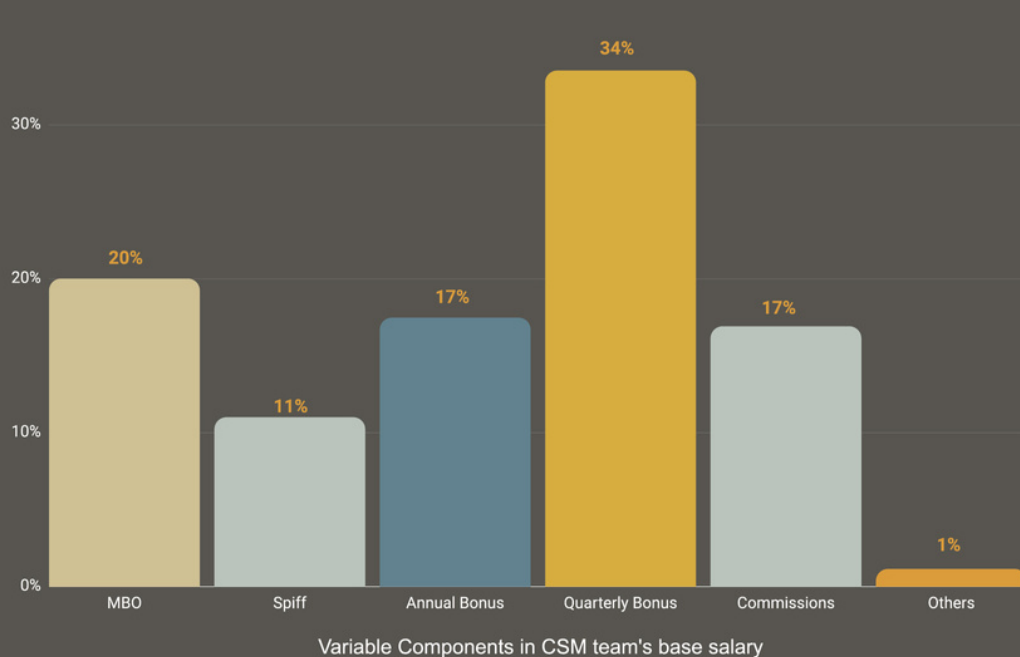
Variable pay is more common by **45 percent** points in companies that have more than 5,000 employees than those with less than 10 employees

Achieving over **100%** Net Retention Rate (NRR) is more common by **13 percentage** points when a CSM is offered a Variable Pay

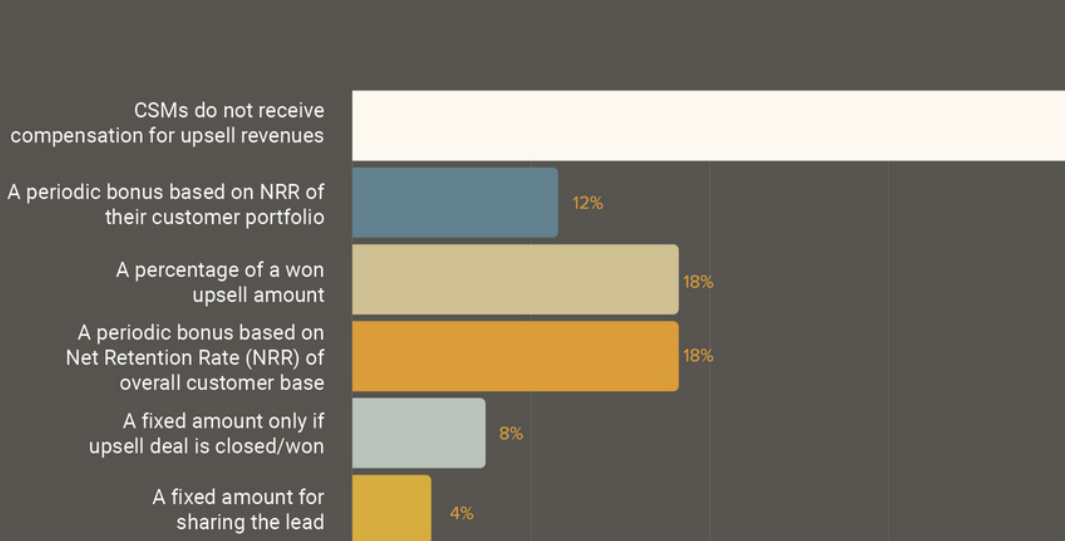


28% of CSMs are likely to have their compensation plan composed of **16%** to **20%** variable pay

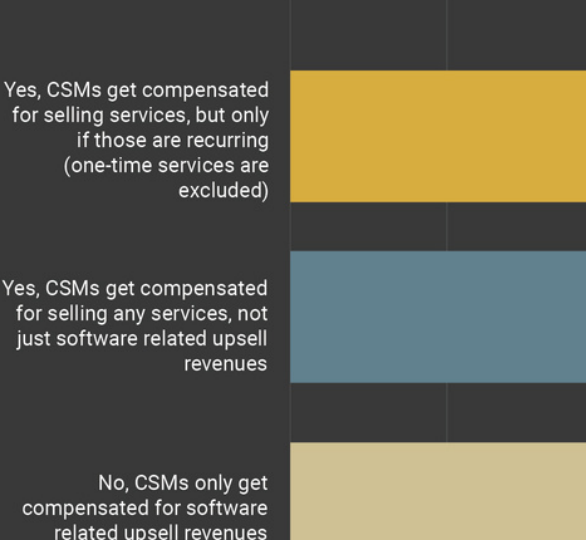
34% of those who offer their Customer Success Managers a Variable Pay will pay it out as a quarterly bonus.



Variable payout will be based on Net Retention Rate (NRR) in **1 out of 5** Customer Success organizations

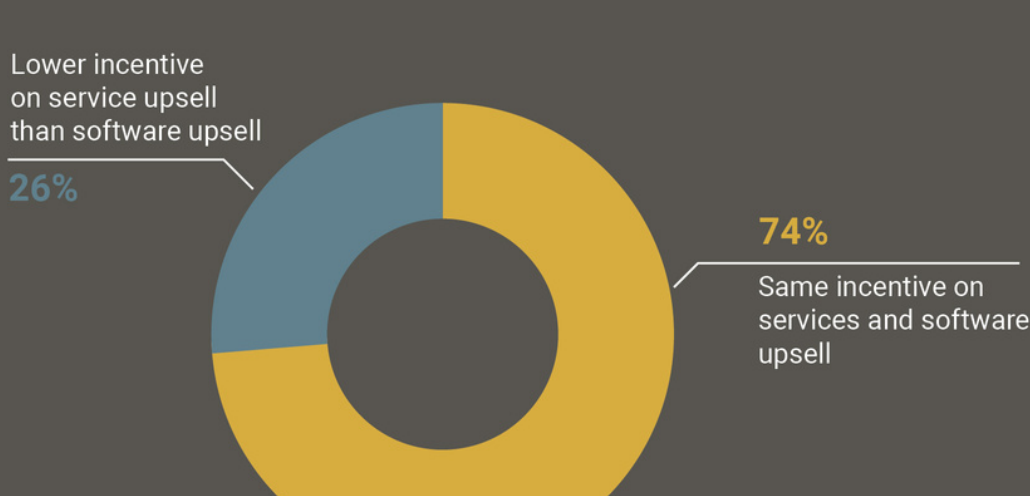


40% of CSMs do not receive any monetary incentives on upsell revenues



62% will limit the incentives offered to CSMs on upselling services

26% of the CSMs will be compensated less on upselling services vs. software



This infographic is based on a Global Market Research conducted by CSM Practice in March 2022.