

REVENUE OPERATIONS LEADERS

Revenue operations are now the blueprint for Customer Success. The teams excelling are going beyond dashboards and telling the entire retention story, proving CS impact in board meetings, and making cross-functional alignment actually happen. Pulse Europe 2026 is where those teams show how they did it.

THE KIND OF CONVERSATIONS YOU WILL BE IN THE ROOM FOR

From gut feel to board-ready

Dashboards show data but they do not drive decisions. Most CS leaders are still waiting on a CSM to pull a slide before they can act on a retention signal. Learn how to connect your data sources so the right action happens without the manual step in between.

Proving CS impact in revenue terms

Learn how to translate CS activity into revenue through mechanics like risk mitigation, pipeline sourcing and cost-to-retain. Understand how to make the business case for your team in language that lands with finance and executive leadership.

Cross-functional alignment that sticks

Bridge the gap between having the data and getting product, sales, and marketing to act on it. See first-hand how ops leaders are building shared KPIs, tiger teams, and decision frameworks that keep everyone rowing in the same direction.

AI in the ops stack — what is actually working

Learn how to connect Gainsight and Staircase AI as live data sources and transform them from platforms that store data, to agentic workflows that drive action.

Designing CS metrics your CSMs will use

Rebuilding a health score means more than changing a few metrics. Understand how to use historical customer data to challenge your assumptions about what health actually means, and build a model that predicts what it is supposed to predict.

Change without chaos

CS Ops teams are being asked to innovate with AI while also proving that new ideas create measurable value. Build a framework for experimentation that gives teams room to test without putting customers or revenue at risk.

YOU LEAVE PULSE EUROPE WITH:

— A framework for connecting your data sources so retention signals drive action — without the manual step in between

— A practical approach to AI experimentation that lets your team test and ship without exposing customers or revenue

— A peer network of ops leaders navigating the same trade-offs for ongoing benchmarking and support

— A cross-functional alignment model that gives CS a seat at the strategic table

— A clearer view of how the best ops teams are structuring their data, their metrics, and their cross-functional relationships that drive success

— A clear view of the ops stack and workflow architecture the highest-performing CS teams in Europe are running right now

AN EVENT WORTH COMING BACK TO: 78% OF PULSE ATTENDEES RETURN THE FOLLOWING YEAR, AND THE AVERAGE ATTENDEE LEAVES WITH SIX NEW PROFESSIONAL RELATIONSHIPS.

STILL NEED A SIGN-OFF?

Download the Convince-Your-Boss template. It covers the ROI framing, peer benchmarking and the development case in two paragraphs. Copy it, personalise, and send.

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