

CUSTOMER SUCCESS LEADERS.

CS leaders in Europe are under pressure to prove more than activity and relationship strength. Retention targets are harder. Headcount is flat. AI is rewriting the job itself. The conversations at Pulse Europe 2026 are led by CS leaders working through exactly these challenges right now.

THE KIND OF CONVERSATIONS YOU WILL BE IN THE ROOM FOR

Making retention measurable

How to move beyond health scores to the signals that actually predict renewal, and build a model around them.

AI in the renewal process

What it actually looks like to rebuild renewal management with AI — what changes, what does not, and what it takes to move from spreadsheets to a live system.

Predicting churn before it happens

What changes when agents can continuously interpret customer signals and investigate risk, and what that means for how CS teams find and act on churn signals earlier.

The handoff problem

When CS says risk and Sales says on track, someone is wrong, and it usually shows up at renewal. You leave with a framework for building a shared risk model that both teams will actually use.

Retention as an organisational discipline

Relying on a single team to own the customer relationship is a fast track to churn. How to build the cross-functional model that makes retention a shared discipline across CS, sales, and leadership.

Leading teams through AI disruption

The leadership playbook that built Customer Success was written for a different era. What AI is rewriting, and what the new model actually requires from CS leaders.

YOU LEAVE PULSE EUROPE WITH

— A retention model built around signals that actually predict renewal, not just health scores

— Benchmarks from CS organisations across Mastercard, Workday, Salesforce, and more

— A sharper position on where AI genuinely helps your team

— A grounded view of what AI-powered renewal management looks like in production

— Retention risk playbooks from practitioners who have already tested them

— A peer network of CS leaders from organisations like yours for benchmarking, referrals, and ongoing support

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. Covers the ROI framing, the peer benchmarking angle, and the development case in two paragraphs. Copy it, personalise, and send.

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