

REVENUE OPERATIONS LEADERS

Revenue operations used to be the back office. Now it is the blueprint. The teams doing it well are not just building dashboards and managing tools — they are the ones telling the retention story, proving CS impact in board meetings, and making cross-functional alignment actually happen. Pulse Europe 2026 is where those teams share how they built 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. How to connect your data sources so the right action happens without the manual step in between.

Proving CS impact in revenue terms

The mechanics behind translating CS activity into dollars: risk mitigated, pipeline sourced, cost to retain. You leave knowing how to make the business case for your team in language that lands with finance and executive leadership.

Cross-functional alignment that sticks

The gap between having the data and getting product, sales, and marketing to act on it. 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

How to connect Gainsight and Staircase AI as live data sources and build workflows around them, moving from platforms that store data to platforms that drive action.

Designing CS metrics your CSMs will use

Rebuilding a health score means more than changing a few metrics. 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. How to 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 to get and keep a seat at the table

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

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