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Sent: 10/9/2025 8:09:43 PM
From: Tony Ringhoffer <tony.ringhoffer@flocksafety.com>
To: "Mark" , "Edward" , "Wendy Stratton"
Cc: "Graham"
Bcc:
Importance: Normal
Subject: Re: New CSM - Benicia

Hello Team,

It's a pleasure to meet you! I'm excited to start working with you as your new Customer Success Manager.

I'd like to schedule a brief call for a "Meet & Greet" to introduce myself, discuss how things are progressing on your end, and address any questions or concerns you might have. If you would like to let me know any dates/times the week of 10/20/25 or thereafter I would be happy to set something up. Additionally, you can also book a time that works for you by clicking the **"Book Time with Me"** link in my signature line below. I would be happy to work around your schedule if providing dates/times from you is easier.

Thank you, I look forward to hearing from you!!

Tony Ringhoffer
Customer Success Manager



(470) 936-9204 flocksafety.com

Book Time with Me



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On Thu, Oct 9, 2025 at 7:05 AM Graham Carter <graham.carter@flocksafety.com> wrote:

Hello,

I am writing you today to inform you that a new CSM has been assigned to your account. Tony Ringhoffer comes with a ton of experience as a CSM and will be taking over for me effective today. But, don't worry, I am still around if you have questions etc, and if Tony is on vacation, I will be his POC most likely, so you will still get to chat with me.

Here's what you can expect as part of this enhanced engagement:

-

Dedicated Strategic Partnership:

[New CSM Name] will serve as your main strategic partner across all Flock products, focusing on proactive guidance and long-term success.

-

Quarterly Business Reviews:

Regular quarterly check-ins will continue, focused on strategic goals, adoption metrics, and maximizing your return on investment.

-

Prioritized Engagement:

Your team will maintain priority support and escalation paths to ensure rapid resolution of critical challenges.

We're confident this transition will provide even greater alignment and support for your agency's objectives.

Chief, DC, and Wendy,

I want to thank you for the trust you have shown in me, and the trust your community has placed in Flock as a vendor for all of these years. It means a lot to us.

Tony,

Benicia is a tremendous customer sitting right at the intersection of a major highway that heads into Solano County and down south into northern Alameda County. Chief Mark Mensisni is someone I feel very privileged to call a friend, and DC Criado is also really great to work with. Wendy is also kind of the heart of things and is going to be a key contact for success.

Can you reach out ASAP and get a meeting scheduled with them?

Best,

Graham Carter



Graham Carter

Regional Customer Success Manager II



📞 [415-329-1307](tel:415-329-1307) 🖱️ flocksafety.com

Join me for a live training session!

[Tuesday 4:00-5:30pm CT](#)

[Thursday 11:00am-12:30pm CT](#)

 **Book Time with Me**

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