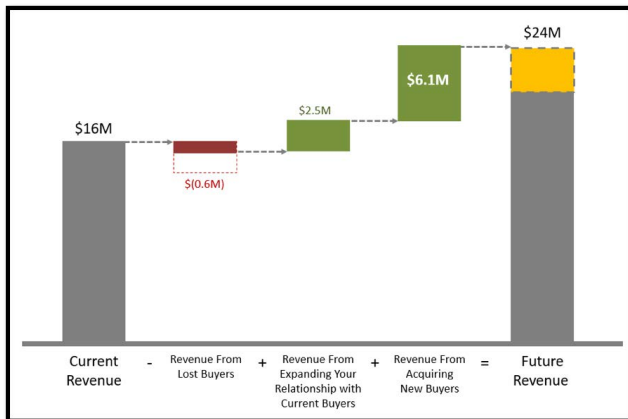


National Distribution Center Exceeds Projections with 75% Growth in First Year with Encompass-CX



Challenge

- Slow organic growth with aggressive sales targets
- Declining client retention rates
- Challenge cross-selling additional services
- Need to better understand their clients

Encompass-CX Approach

- Implement patented methodologies to improve client relationships
- Increase retention rates to improve cross-sell opportunities
- Redirect resources and efforts to focus on building world class sales engine

Client Success

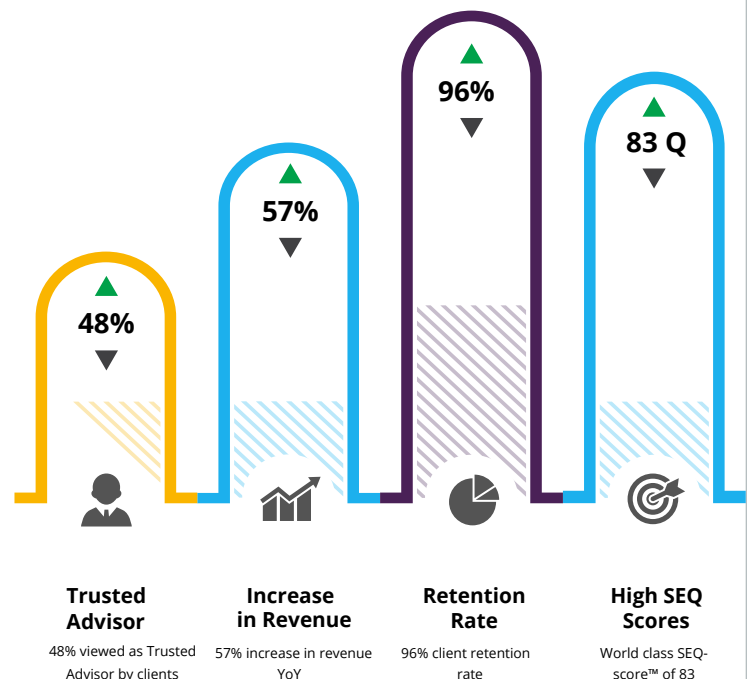
- Yielded a 60% response rate to survey
- Hit target first year growth target by increasing revenue 75%
- Increased revenue by 57% YoY
- Continued success with 40% growth in second year
- Increase client retention to 96%

Encompass-CX's customer experience management application improves sales process, increases retention rates and cross-sell opportunities, and grows revenue after first year.

Our client, a national warehousing, distribution and logistics center provides services to clients throughout the United States.

Faced with an aggressive 25% growth target, our client faced challenges with customer acquisition, retention, and difficulty increasing cross-sell and up-sell opportunities.

"Using a CX management application has allowed us to have a better understanding of our customers' needs, and identify individuals within our account teams that go above and beyond regular customer satisfaction to enrich our client relationships."
Chief Operating Officer



About Encompass-CX

Encompass-CX offers a scalable software application that collects, measures and distributes customer data and provides clarity into all aspects of a company's accounts, products and service teams making it easier for businesses to gain real-time visibility into revenue, renewals and retention.

Learn More About Our Application

Our platform also features highly-customizable assessments, individual and organizational reporting, and real-time action planning tools.

[Tell Me More](#)

