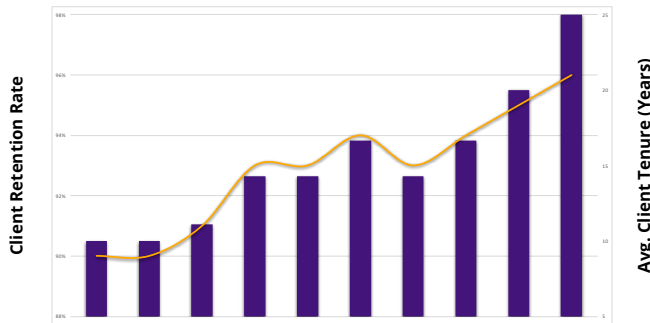


Global Financial Services Company Breaks out of the Pack with Encompass-CX

Client Relationship Success



Encompass-CX's customer experience management application improves sales process, drives behavior change and increases retention to 96%

A leading Fortune 500 company providing businesses with financial solutions. Faced with slow organic growth, coupled with a difficulty retaining clients, Encompass-CX turned customer feedback into actionable data.

Challenge

- Commoditizing marketplace
- Slowing organic growth
- Difficulty retaining clients
- Need to differentiate on exceptional client experience

Client

Fortune 500 Global Financial Service Company

Encompass-CX Approach

- salesEQUITY™ 1:1, buyer to account team
- Relationship Assessment feedback for all clients (multiple buyers per client account)
- Self-assessment and action planning for each buyer to drive behavior change
- Custom practices and tailored tactics library, customer experience management process and account team skill development and coaching

Client Success

"With Encompass-CX we get visibility into our 'at risk' clients. We were given an action plan that allowed us to course correct and strengthen relationships that were identified as outliers. Since implementing the Encompass-CX management application we've increase retention rates to 96%"

VP of Client Success



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 features highly-customizable modules, in an easy-to-use platform, that turns customer feedback into greater sales revenues and boosts engagement through retention

[Tell Me More](#)

