salesEQUITY

Discover Our
CUSTOMER EXPERIENCE MANAGEMENT TOOL

With nearly two decades helping companies improve their business relationships, salesEQUITY offers a SaaS-based customer experience management tool using a proven quantitative methodology to collect, analyze, manage and distribute client feedback data. Our patented assessment technology determines trends and establishes benchmarks to help drive voice of the customer (VoC) and client feedback programs.

Did You Know?

We've assessed hundreds of B2B companies for over a decade and we continue to find a reoccurring theme:

- **75%** of brands do not know what engagement means - but are measuring "it"*.

- **89%** of businesses are soon expected to compete mainly on customer experience**.

**75%** 75% of our customers don't know the overall health of their client relationships.

COLLECT, ANALYZE, MANAGE AND DISTRIBUTE

By measuring client engagement, salesEQUITY helps organizations increase organic revenue and identify clients positioned for churn while fueling VoC and client insight initiatives.

WHO

Identify **WHO** is at risk for churn, or make an ideal customer reference, case study or influential brand ambassador.
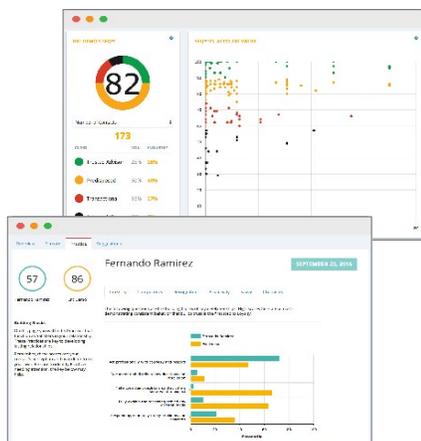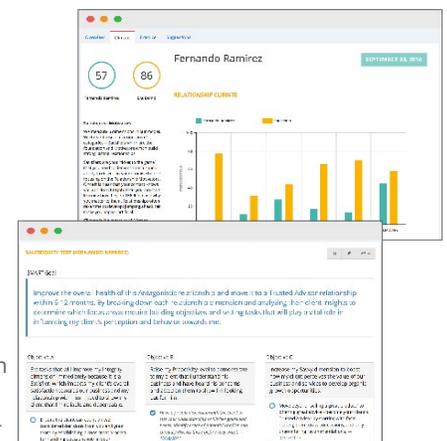
WHY

Understand **WHY** your customers feel the way they do. Are they happy with your service, product and brand?

WHAT

Understand **WHAT** the key best-practices are to improve client engagement and maximize increased share of wallet.

WHERE

Know **WHERE** the perception gaps are and what action to take based on our 6 dimensions of client engagement responsible for better understanding your customers.

Learn More About Our Platform

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

CLIENT ENGAGEMENT PLATFORM

salesEQUITY is a SaaS-based client engagement platform that uses a proven quantitative methodology to collect, analyze, manage and distribute feedback data and offers real-time, actionable solutions to improve your client relationships.

Our platform helps B2B companies measure their client engagement so they can grow reference programs, establish and nurture VOC initiatives, identify at-risk clients and growth opportunities in order to reduce churn and increase revenue.

Verification

Easily verify contacts and their email addresses with our platform to help save you valuable time and allow you to focus on getting results versus learning if contacts are receiving their self-assessments.

Patented Assessments

Our patented assessments are 15-years in the making and leverages millions of data points across several industries including Insurance, Financial Services, Business Services, and IT.

Custom Surveys

We realize how valuable it is to setup touch-points throughout the year to help understand the impact your business decisions and/or initiatives have on clients. As a result, we built features to allow complete control and customization of client feedback.

Reporting and Analytics

Breakdown assessments on individual, account, and organizational levels. Learn how your team is performing and analyze feedback data on every level of your organization with our customizable and downloadable reports.

Role-based Access

From the CEO to the product manager you can share and distribute your client engagement levels with role based access. Each user has their own dashboard and access to the accounts specific to them.

Professional Services and On-Boarding

We've developed a standardized and proven on-boarding process that leverages best practices to ensure minimal impact on your workforce. We also offer a customized implementation to ensure we meet the ever-changing needs of your organization.

Customer Success Management

Every customer is assigned a dedicated customer success manager to ensure our solutions align with your goals and objections. Your success manager develops a program that leverages our consulting, analytics, research, training, and management services.

Consulting Services

salesEQUITY was born from 15-years of B2B consulting and because of this, we offer our customers customizable consulting services to help meet their needs.

*https://www.superoffice.com/blog/customer-experience-statistics/

**http://www.huffingtonpost.com/vala-afshar/50-important-customer-exp_b_8295772.html