Today, client reviews and strength of relationship are driving retention and growth

57%

of your success is driven by client experience, not price, product or service*

2 in 3

of clients feel how their service providers manage reviews and get feedback is ineffective**

Client reviews are critical for:

Evidence **SLAs / KPIs**

Managing **actions**

Get **feedback & CSAT**

Influence **multiple stakeholders**

React quickly to client needs and challenges

Demonstrate **new offerings & innovation**

From this…

- 😞 <10% reviews collect client feedback
- 😞 <2% of leaders have any visibility of reviews and results
- 😞 ~1.4 client stakeholders reached
- 😞 Uncontrolled & inconsistent with only 30% of clients being reviewed properly
- 😞 ~19 in 20 leaders have no way to stay close to their clients
- 😞 87% of suppliers feel their clients don't recognize their efforts**

…to this

- ✓ **Consistent quality** in every review
- ✓ **6+ stakeholders** now receiving reviews
- ✓ **Feedback** from 60%+ of clients
- ✓ Aggregated client data in **risk analysis** dashboards
- ✓ Direct **leadership feedback** with clients
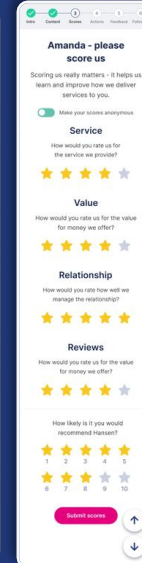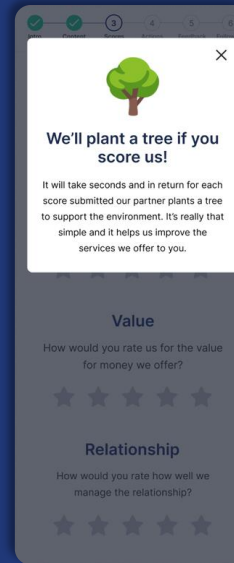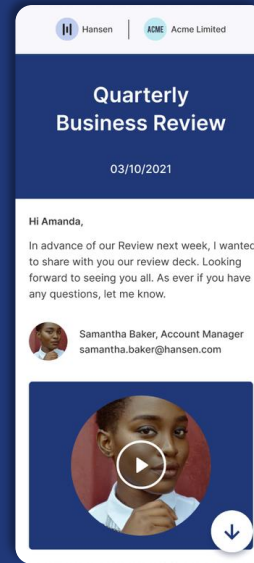
18% growth
in CSAT and NPS scores**

4 hours saved
per account manager & senior leader**

98.6% retention
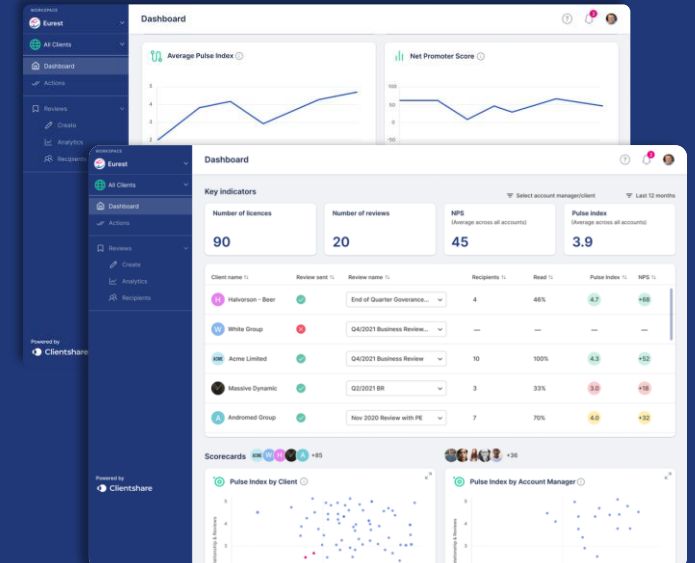rates & increased cross-selling**

*Gartner **Clientshare SRM Survey 2022

Introducing Clientshare PULSE

Send client reviews and receive feedback

View health scorecards on every client

Trusted by

COMPASS GROUP   hp   ATALIAN SERVEST   mitie   guidant global   Telefónica   xerox

Martin Hess
CEO, Telefonica Tech UK

"Having one place to manage client reviews, get client feedback and measure the health of each relationship is invaluable."

Nicholas Haynes
MD, Eurest Local, Compass

"On one dashboard I have a clear view of client loyalty, and live data on how my Regional Managers are performing – powerful information allowing me to make decisions to improve results."