



# What is **Clientshare Pulse**?

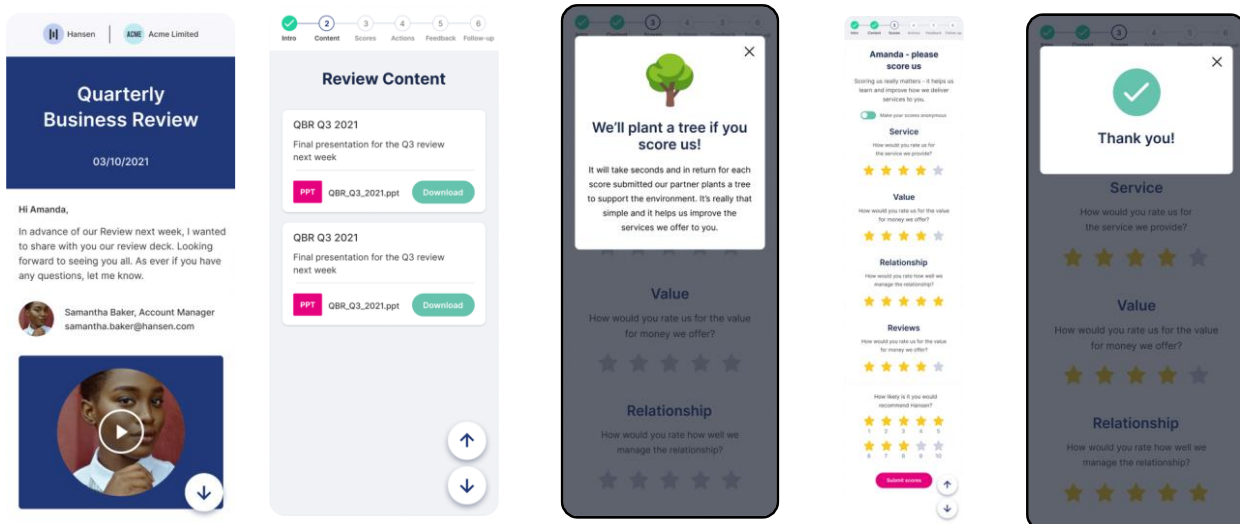
## Why are we implementing Pulse?

Business reviews are essential. They're our opportunity to review performance, share innovation and insight, manage actions and get your feedback. They also help shape the future of our relationship. We want to make sure we deliver excellence, so we're delighted to be introducing an easy-to-use, industry leading tool that will help unlock value for both parties and enhance our review process. Welcome to Clientshare Pulse!

## How does it work?

You'll receive an email from your account manager with a link to your review and with one secure click you'll be able to engage with us in a way you've never done before:

- ✓ Securely access all the review information and supporting content
- ✓ Access video messaging from our account team
- ✓ Rate our performance against NPS and CSAT measures
- ✓ Manage outstanding actions
- ✓ Provide written feedback and request a meeting with our leadership team



Look out for your first review and please take the time to score us and provide feedback. It will help us improve our service to you and each time you score us we'll also plant a tree!