

# SATMETRIX XPERIENCE

Satmetrix® Xperience™ is a well-defined, proven approach for implementing Net Promoter quickly and efficiently across your organization or within a department. Created by Satmetrix, co-developer of Net Promoter, the solution leverages our thought leadership and best practices collected across hundreds of customers and can be implemented in as little as four weeks.

## Get Results with the Power of Net Promoter in as Little as Four Weeks

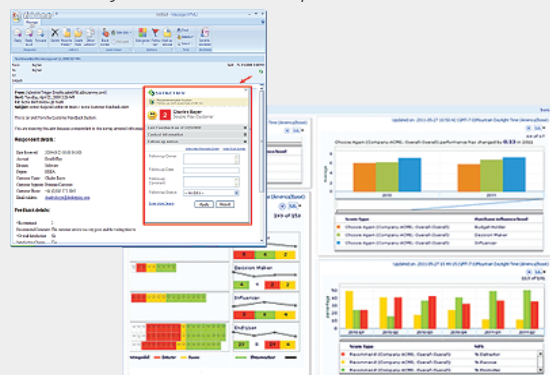
Satmetrix industry leading customer experience management software empowers your organization to efficiently collect and quickly act on customer insights, driving operational and strategic improvements that create immediate and long-term financial success. Building on 12 years of thought leadership and best practices, we've created Satmetrix Xperience, a standardized application for getting started with Net Promoter. Developed for B2B and B2C organizations, the application includes all the tools you need to collect customer feedback, analyze the data, and distribute it across your organization—so you can address the critical business challenges that keep you up at night:

- How can I effectively increase customer lifetime value by closing the loop?
- What are the key touch points to act on to reduce customer churn?
- How can I plan and scale my efforts to transform my organization around the customer?

Leverage proven communication and survey templates to collect customer feedback.



Real-time alerts are delivered through Outlook so you can close the loop.



Dashboards enable you to review and act on insights.

## Satmetrix Xperience Application Features

Every component of Satmetrix Xperience leverages our best-in-class, proven, and tested templates and practices, so you can launch your Net Promoter program to engage clients immediately. With this strong foundation, you can be assured that your program will start delivering results immediately and then continue to evolve in the time frame required by your business.

### Satmetrix Xperience Solution Configuration

- **Survey creation.** Build your survey by selecting from a library of best-practice questions, both Net Promoter and Satisfaction, specially designed to ensure actionable feedback.
- **Survey design and branding.** Select from proven, preconfigured layouts that allow you to get up and running with quality and present a professional image that includes your logo.
- **Outcast e-mail communications.** Select from preconfigured and well-tested e-mail templates for your customizable survey invitation, reminder notification, and alerts.

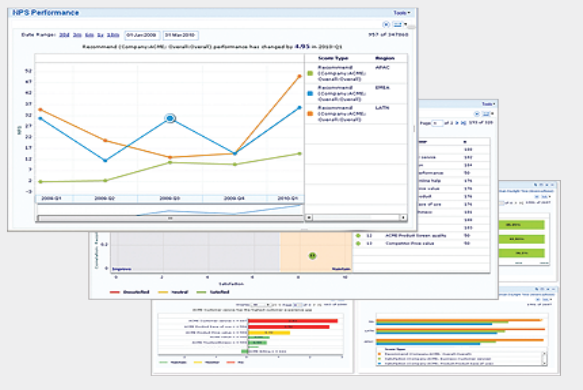
### Satmetrix Xperience Alerts and Closing the Loop

- **Immediate access to results.** Three types of real-time alerts, fully integrated with Microsoft Outlook, deliver customer feedback and enable your employees to respond quickly to customer issues within their workflow. You can specify when and to whom the alerts are distributed.
- **Closed-loop follow-up.** Understand issues, prioritize responses, and monitor follow-up closure through our 'Aging Report.'
- **Embrace Promoters and understand Detractors.** Leverage Promoters to drive positive word of mouth. Address root cause for Detractors, and then develop themes and cross-functional process improvements.

## Why Choose Satmetrix?

- **Co-developer of Net Promoter**, Satmetrix has been developing and refining Net Promoter-based customer experience management solutions for more than 12 years.
- **As the industry leader**, Satmetrix has more experience helping companies implement successful Net Promoter programs than any other provider.
- **Satmetrix developed the Satmetrix Net Promoter Operating Model**, a proven discipline for operationalizing Net Promoter and driving customer-centric change in your business.

Reports allow you to aggregate and drill down and investigate drivers.



## Satmetrix Xperience Analytics

- **Flexible, role-based reporting.** Filter by segment, region, product, and more to easily slice data, reveal insights, and compare groups.
- **Exception reporting and account health.** Understand risk and prioritize investments.
- **Powerful PowerPoint integration.** Distribute reports to the appropriate people using native PowerPoint integration.

## Experts and a Platform You Can Trust

When you work with Satmetrix, you have a partner that is 100 percent dedicated to your success. Our team of experts understands how to drive adoption and success for your customer experience program. Your investment in Satmetrix Xperience includes ongoing program management and consulting from Satmetrix experts who have “been there, done that” hundreds of times. And you can rest assured, that the software-as-a-service (SaaS) offering ensures secure, reliable management of the application in the cloud.

## Advantages of Satmetrix Xperience

Satmetrix Xperience enables your organization's progress in five critical components that drive Net Promoter success.

1. **Know your score.**  
Online survey system is designed to get you a trustworthy Net Promoter Score™.
2. **Act immediately on customer feedback.**  
Real-time alerts on Promoters and Detractors and a closed-loop system drive action with your team.
3. **Learn how you rank against others.**  
Benchmark against 17 global industries.
4. **Understand what to do to improve.**  
Segmented, comprehensive online analytics tell you where you are performing and where you have gaps.
5. **Hold your organization accountable.**  
Track scores by department, by region, or by individual—however you run your business.

### About Satmetrix

Satmetrix is the leading provider of successful customer experience management programs and the co-developer of Net Promoter. We offer a winning combination of software-as-a-service (SaaS) and best-practice consulting that delivers actionable customer feedback to drive growth, increase business agility, and amplify positive word of mouth. Satmetrix has a proven track record of accelerating the success of large-scale, integrated customer experience programs with more than 700 enterprise deployments in 40 languages. [www.satmetrix.com](http://www.satmetrix.com)

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