

XPERIENCE® STANDARD

The Software Answer to the Ultimate Question

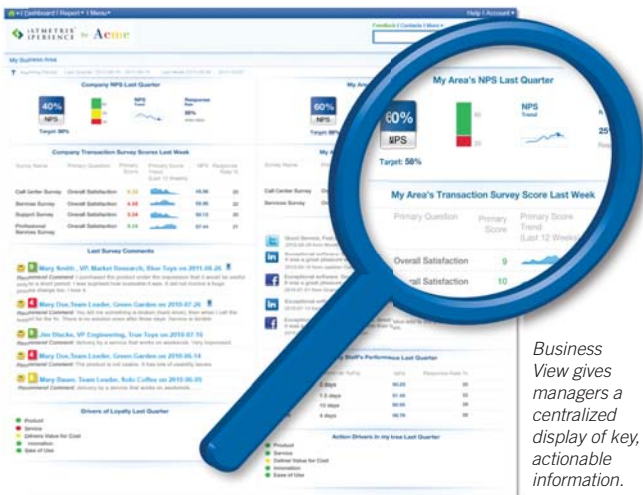
Achieving Net Promoter® success is not about the question you ask... it's what you do with the answer.

Fast. Powerful. Complete. Comprehensive action-oriented technology, not passive analytics.

Satmetrix Xperience® Standard is the most comprehensive solution delivering the four things you need to do – and do well – to build a successful customer experience using Net Promoter. Impressively powerful and flexible, Xperience Standard is cloud-based technology developed solely for the customer-obsessed enterprise. It features the most powerful customer engagement tools, reporting, and analytics, with everything you need to get actionable results from your Net Promoter program in as little as four weeks.

Reduce churn and build stronger customer loyalty

Recover and build greater customer value by being alerted and responsive to issues raised by both detractors and promoters. Transform customer opinion and cultivate loyalty through fast response. Our real-time feedback system identifies at-risk customers or segments and prioritizes them for immediate follow-up action.



Business View gives managers a centralized display of key, actionable information.

Empower loyal customers to promote your brand

There's nothing more powerful than an evangelistic customer. Promoters – those most likely to recommend you – are not merely more valuable as buyers; their effect on those around them is profound. We give you unique tools to empower promoters to share their opinions through social media and other content.

Generate more powerful customer insights to drive success

If you don't know, you can't act. Hearing what your customers are saying – to you, and about you – and analyzing that sentiment meaningfully produces more than just data. It creates insight that drives action to improve your customer experience – the interaction with your business that influences recommendations.

Drive customer obsession through accountability

Companies who think about their customers more than about themselves are the ones who achieve true Net Promoter success. To drive this fanatical customer focus throughout your business, Xperience Standard gives you the tools to provide accountability and customer-first thinking across departments and roles, from top to bottom.

Xperience Standard is software that does Net Promoter right.

It was developed by Satmetrix, the co-creator of Net Promoter, the manager of the largest community of Net Promoter practitioners in the world, and the leader in translating Net Promoter into practice and success through technology and expertise.

We know better than anyone that when it comes to Net Promoter success, asking the question is easy... it's acting on the answer that's hard. And that's where we come in.

Only Satmetrix has the Software Answer to the Ultimate Question.

“Jabil recently implemented Satmetrix Xperience Standard. Everyone, including senior executives, is now able to see and act on the data in real time.”

Andrew Williams
Vice President, Jabil

“Our process is now much more efficient and transparent. The transparency of data and our quick follow-up will ensure the long-term success of our customer loyalty program.”

Andrew Williams
Vice President, Jabil

Xperience Standard is part of Satmetrix Net Promoter in the Cloud.

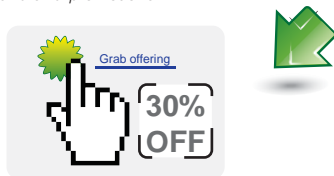
Satmetrix Xperience Standard enables you to implement a Net Promoter program quickly and with actionable results. Part of our Net Promoter in the Cloud offering, Xperience Standard leverages our best-in-class templates, proven best practices, and unique product features combined with the power your large enterprise needs.

Mobilize Promoters

Make customer evangelists your biggest asset.



Surveyed Promoters share your special offers through their own social media applications creating broader access to your brand and promotions.



- Interactive prompts empower Promoters to share their feedback through social media.
- Social offer sharing allows you to extend discounts, trial offers, and invitations to reward loyal customers and generate leads.

Text Analytics

Move beyond words, get to meaning. What are your customers really saying?

- Automated comment categorization and sentiment tagging lets you understand in real time the themes and trends customers are talking about so you can take immediate action. Available in 8 European languages.
- Advanced search capability lets you view detailed segment results *ad hoc*.

Flexible Survey Configuration

Apply our best practices to create the best results.

- Mobile capabilities let your customers respond from smartphones and tablets (iPhone, iPad, Android, and Blackberry).
- Multiple languages, including Right to Left such as Hebrew and Arabic, support global programs.

Alerts and Action Planning

Rescue detractors, build customer value, and improve responsiveness.

- Configurable alerts ensure cases are sent to the right owner and reminders and escalations help managers hold the organization accountable to close the loop.
- Microsoft Outlook® is fully integrated, plus access is available through the application, so the workflow works the way you do.
- Action owners can see feedback in depth and breadth, then follow up and document the interaction.
- CRM Connect provides seamless integration into account view and contact view.



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

Dashboards enable you to review and act on insights.

Role-based Action Reporting

Get the right information to the right people, from top to bottom, for faster results.

- Business View for Managers summarizes trends against targets, answers key questions and drives accountability top of mind.
- Performance Scorecard for Key Accounts provides a single view of health and risk for Account Managers that drives action. Exportable to Powerpoint or PDF.
- Report by region, product, account tier, call center and individual – so each user has the right dashboards and charts with the most relevant data to act upon.
- Microsoft Powerpoint® integration lets you create and distribute updated and role-appropriate data to key stakeholders easily.

Contact Satmetrix

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