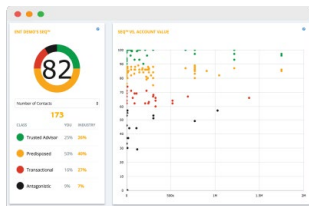# The Who, How, Why, and Your Expected Results

WHO WE ARE:

Encompass-CX is a customer experience (CX) management application that empowers businesses to collect, measure, and distribute customer-feedback data so they can act on gaps in client perception to drive organic growth. By measuring the customer experience, delivering real-time analysis on accounts with actionable tactics and account planning tools, Encompass-CX turns customer-facing teams into drivers of growth faster and more affordably than any marketing and sales training platform.

HOW WE DO IT:

Encompass-CX's patented assessment model measures key aspects of business relationships to identify blind spots and undervalued relationships that are ripe for increased engagement. By helping organizations truly understand their client relationships, Encompass-CX lowers churn rates and identifies opportunities to up-sell or cross-sell existing clients in much more detail than traditional Net Promoter Score (NPS) or satisfaction surveys.
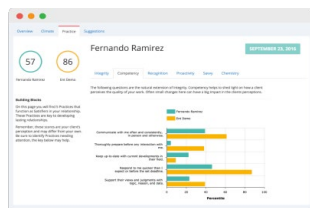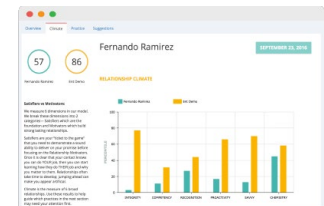
WHY WE DO IT:

After years of working with highly-influential industry leaders, we discovered a gap between client relationship management, revenue forecasting, survey data, and B2C-based NPS tools. None of them systematically measure the emotional state of your clients and how they view your relationship.

Our platform captures the emotional state of your clients and offers solutions that create trusted advisor relationships.

YOUR EXPECTED RESULTS:

Our clients have found dramatic revenue growth as high as 75%, within the first year. Sales and account managers typically experience an increase in:
• Up-sell and cross-sell opportunities
• Client Retention
• Referrals
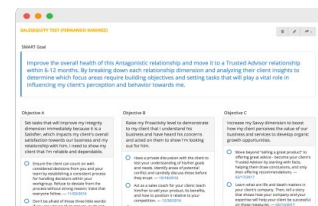
About Encompass-CX

We offer a scalable software application that collects, measures and distributes customer data and provides clarity into all aspects of a company's accounts, products and service teams making it easier for businesses to gain real-time visibility into revenue, renewals and retention. Contact us at encompass-cx.com / 844-254-4604 / info@encompass-cx.com