

CUSTOMER
success management



Reapit **Customer** Success Management

In the era of Digital Economy and Digital Transformation, underpinned by Big Data, Fast Data and subscription models for software, a Subscription Economy has been created.

 **Reapit** | PUT GROWTH
ON REPEAT

Your success is our focus

Customer Success Management has become a key focus for businesses looking to remain competitive and increase customer retention. It is driving Subscription Economy over to Outcome Economy, as customers want software that consistently delivers measurable outcomes and helps them achieve a significant return on investment.

Software companies are now making Customer Success Management a standard offering. However, the level of service, quality, approach and relevance isn't always the same, and companies often fail to realise agreed customer outcomes and support customer aspirations.



Reapit is different.
Customer retention.

We're very proud of our 98% customer retention rate, and Reapit achieves this by putting your business objectives and priorities at the heart of Reapit Customer Success Management. What we offer is simple:

- A dedicated Customer Success Manager or Customer Success Executive as your single point of contact
- Face-to-face visits or remote meetings, wherever you are
- An optimised business plan, tailored towards your Reapit platform goals
- And bespoke Value Reports to gain insights into your business

One digital transformation
partner for your agency

Headline Statistics



Designed by your personal Customer Success contact and a team of data analysts, the **Value Report** is based on an in-depth investigation of your current data, identifying key areas that are costing the business money. The report concludes with an action plan for moving forward – allowing you to leverage significant gain from your existing database.

Recorded over the past **12 Months**



“Our CSM reviews the value reports with us on a monthly basis which provides us with a unique insight at a branch level and also as a collective as to how the market is performing and which areas of the business need further attention. Since we have been reviewing the reports on a monthly basis we have seen a significant increase in our data accuracy across all of our branches. Crucially, we have also seen an increase in our vendor contact levels which plays a direct role in our low withdrawal rate which bucks the trend of the wider market. Another significant rise we have noticed has been in the average value of each market appraisal that we go to. The value reports play a key part in our monthly reviews and are looked at by all offices in the network.”

Fisher German: Chartered Surveyors & Property Consultants

One digital transformation partner for your agency

Your Customer Success contact makes

THREE PROMISES:

1.

To introduce and facilitate increased adoption and usage of Reapit products across your user base to achieve your business goals

2.

To share and train you on new products and features that will provide increased efficiency, integration and additional ROI for your business

3.

To promote best practice to ensure you remain competitive

"Our CSM has quickly developed an understanding of the make-up of Nock Deighton and has worked hard to ensure that he has provided us with solutions which enable us to maximise the efficiency of our teams and the speed and effectiveness with which they interact with Reapit as a system. He is helping us to generate more business through his knowledge of the reporting and allowing us to understand our data importance."

Nock Deighton

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Enquire now
www.reapit.com/enquire