Gainsight

GAINSIGHT VS CATALYST

Why Would You Choose Anything Other Than The Leader In Customer Success?

YOUR CUSTOMERS, YOUR TEAM, AND YOUR BUSINESS DESERVE GAINSIGHT

RISKS OF CHOOSING CATALYST	Gainsight	Catalyst
STRUGGLE TO GO LIVE, HIT A WALL AS BUSINESS GROWS With Gainsight, customers can start simple and see value in as little as four weeks, and scale to complex use cases as their Customer Success needs grow.	**Accelerate your Customer Success journey** with a proven, scalable platform that delivers ease-of-use and customization for companies of all sizes. **Gain the confidence to evolve and execute** directly from the industry leaders in customer success, digital, and product-led strategies. **See value faster** with pre-built best practices and templates from the largest community of CS customers and experts.	Slow and less impactful adoption of Catalyst due to a one-size-fits-all approach. Lack of expertise and maturity to help you adapt as the needs of your team change over time. Slow onboarding and growth due to limited best practices.
LOWER CSM PRODUCTIVITY AND HIGHER BURNOUT With Gainsight, CSMs save 7 hours per week with built in dashboards, self-service reporting, automation of repetitive tasks and an intuitive UI.	**Get visibility** into critical business metrics and trends with self-service reporting that allows users to build their own reports by querying across multiple objects. **Increase efficiency** with configurable screens, widgets, self-service configurable reports, dashboards, and more. **Have more effective client meetings** with key customer data surfaced directly in Zoom, calls auto-logged in Gainsight, Email integration, Slack integration, and more. **Save time** on client review preparations with automated presentation creation.	Users cannot build business critical reports due to lack of self-service report building capabilities and lack of cross object reporting. Get stuck with a one-size-fits-all UI that cannot be configured for your team. Decrease CSM efficiency with repetitive tasks like manually logging meetings and notes, swiveling back and forth between CS platform and applications like Zoom, Gong, Email, Slack, etc. Spend hours manually constructing reports for client meetings.
CUSTOMER SUCCESS BECOMES A SILO With Gainsight, it's easy to stay aligned with sales, product, execs, and to quantify the impact of Customer Success on GRR, expansion bookings, adoption, and more, so that your team's value is always on display.	**Ensure that CS and Sales teams are aligned** on all critical account information with bi-directional real-time SFDC integration covering standard and custom objects . **Track CS contribution** to expansion bookings by submitting CSQLs to sales. **Enable CS teams** to collect and submit enhancement requests to product in a structured way, and systematically receive updates on those requests with integrations to Productboard and Aha. **Correlate CS programs and activities** to GRR, product adoption, expansion bookings, and more with pre-built reports and dashboards.	Limited collaboration with sales due to lack of deep integration with Salesforce. No capability to capture feature or enhancement requests from customers in a structured manner. Lack of integration with Productboard and Aha. Lack of self-service reporting, cross-object reporting make it impossible to correlate the impact of CS programs on GRR, adoption, expansion bookings, product roadmaps etc.
BE BLINDSIDED BY CHURN With Gainsight, customers on average use 9 measure groups and therefore reduce blind spots and avoid surprise churn.	**Minimize blind spots** with multiple health scores and unlimited measures per scorecard at the account and relationship level. **Reduce surprise churn** by driving different actions based on different measure groups. **Proactively identify risks** of executive changes and take action from automated CTAs and playbooks that trigger from job changes on LinkedIn.	Incomplete understanding of customer health due to basic health scores only measured at the account level. Health scores are limited to five measure groups. Failure to identify at-risk accounts and deal with higher surprise churn due to fewer measure groups. Impact of executive changes and alignment are not easily measurable or tracked.

Read what current and former Catalyst customers have to say:

"**Catalyst's health scoring had limitations;** this was a feature that was 'critical' for us." - Former Catalyst Customer

"**It's a real pain to deal with Catalyst's very slow, very buggy interface** - it's shockingly difficult just to figure out where the notes field even is." - Former Catalyst Customer

"**Catalyst feels like a giant pain in the butt every time I open.** It just feels really buggy. I never know where the right button is and I don't feel like that's my fault – I feel like that's their fault." - Current Catalyst Customer

"**We outgrew Catalyst really fast with the functionality we needed.** And they didn't have a digital component to their software and that's something that we definitely need for this year for our digital and pool touch model." - Former Catalyst Customer

Read what our customers have to say about using Gainsight.
The results speak for themselves.

"**We were excited to do our initial launch with Gainsight in 23 days.** They've been a great partner as we've implemented."

-*VP of Customer Success*

PandaDoc

"The fact that the **platform can grow with your organization** is a pretty big game-changer."

-*Head of CS*

glean

"We identified a substantial amount of our customers' revenue at risk. Our CSMs were able to **influence 24% of the targeted customers with at-risk revenue** to take action, enabling them to collect on 15% of that at-risk revenue."

-*Senior Product Manager*

athenahealth

"The health scorecard is massive... **Our adoption health score gives us exposure to usage risks that need our attention.**"

-*Director of CS*

FALCON.IO

"**Using Gainsight has allowed us to both specialize and scale our CS teams.** We built an automated renewal system that can and has frequently facilitated a zero-touch renewal-plus-growth process."

- *Senior Manager, Customer Success*

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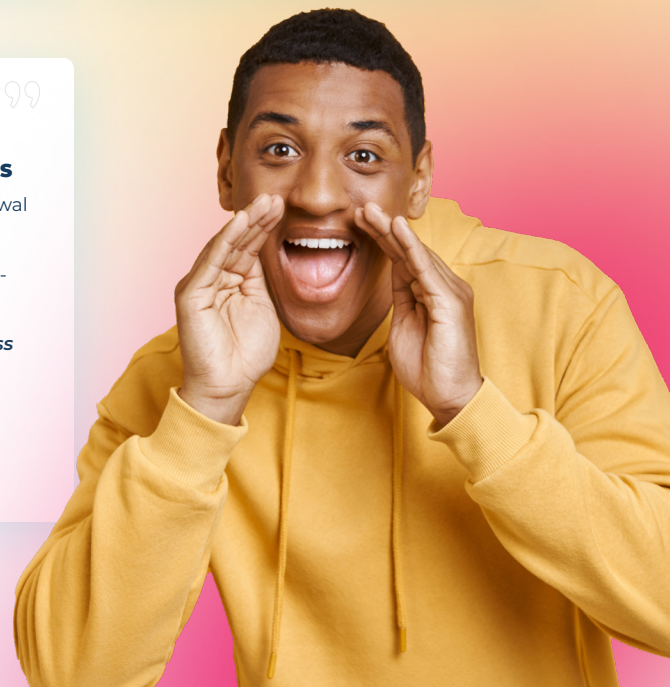
It's **FASTER** and **EASIER** to get started with Gainsight.

COMPANIES THAT CHOOSE GAINSIGHT:

- **Go LIVE in as little as 4 weeks** with our proven prescriptive onboarding processes.

- Gain access to hands-on bootcamps, digital tools, office hours, and exclusive learning opportunities via our **Essentials Accelerator program.**

- Evolve your CS strategy and technology needs together via **flexible packages built to align with your maturity.**

- Feel confident in your ability to drive adoption and usage of Gainsight with our **intuitive, yet powerful user experience.**

1. Amanda L. Johnson — 90 Points
2. Nathan Strouss — 70 Points
3. Alicia P. Davis — 65 Points

New Feature!
Take the tour to learn about our new feature
Let's Go!

Expansion (2)
- 90% Licences Used — In Progress
- Cross-Sell Opportunity — In Progress

Lifecycle (3)
- Executive Business Review — Done
- Renewal In 120 Days — In Progress
- New Customer Kickoff — Done

DON'T JUST TAKE IT FROM US. PEOPLE LOVE GAINSIGHT.