

Read what former ChurnZero customers have to say:



"It's **not intuitive** and I **can't just stay in ChurnZero for all my CS tasks. I am forced to use other apps, notes, reminders, etc.** Also the segments and plays are not intuitive, I could become proficient at ChurnZero, but **the resources they provide and the assistance takes more time to learn the software than learning my company's software**, and unfortunately **time is not in abundance.**"



"**Severely lacking in customization** specifically around how we handled our data."



"**We had a poor experience with their lack of CS expertise.**"



"We finally realized that **we cannot scale with ChurnZero**, and we moved to another enterprise tool."



"**Reporting was entirely table based**, we couldn't create new dashboards."



"ChurnZero wanted us to do separate instances for each of our products and **there's no way we can scale that way ...**"



ChurnZero's reporting, dashboards, data integrations and **health scoring couldn't do what we needed after trying for two years**"



"Issue with ChurnZero is **we needed to really learn everything from scratch**"

Read what our customers have to say about using Gainsight.

The results speak for themselves.



"The Gainsight team **helped us go live with what he had and then continue to grow on that experience. They met us where we were.**"

-Director, Customer Success



"**Part of what you want is not just the tool, but the thought leadership.** If Gainsight is talking to every other SaaS company about how they do Customer Success, we want them to tell us what we're doing well, but more importantly, what we aren't doing well."

- SVP Customer Success



Gainsight allows us to scale our Customer Success business unit to meet the growth trajectory of our industry. It is a power tool that creates unexpected insights into the needs of our customers. We are constantly uncovering new value from the solution."

- Director of Customer Success



"Different customers need different things at different times and having **playbooks has allowed us to get prescriptive with our customers. Customers really feel like we understand their business and their requirements.** It creates a level of trust in the relationship that is truly making a difference."

-Global VP, Customer Success, Adoption & Enablement



"We have had an **outstanding experience** partnering with Gainsight during our implementation and **went live in just three weeks (including SFDC data, Timeline, and C360)**! Our Strategic Engagement Manager and Solutions Architect have been fantastic partners, and it has **felt like they have been working exclusively with us.**"

- Director of Customer Success



"With Gainsight, we've transformed our customer engagement from reactive to proactive. Plus, out of our total ARR, just a small percentage of our customers are at risk. **Gainsight keeps us aware of when we exceed that threshold so we know where to focus to prevent attrition.**"

- Operations Manager



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**.



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



Gainsight

Gainsight, Inc.

350 Bay St Suite 100,
San Francisco, CA 94133
USA

Tel +1 888 623 8562
hello@gainsight.com