

# Integration

Work better together to provide the best *customer experience*

**GUIDEcx** is the industry leader in customer onboarding. Our platform delivers value faster by allowing you to invite, guide, and engage internal and external teams in a fully transparent process.

**GUIDEcx** pairs an intuitive and transparent onboarding platform with an unrivaled team of professionals dedicated to guiding customers to success.

**49%**

49% reduction in implementation time.

**250K+**

250k+ projects run on GUIDEcx.

**4X**

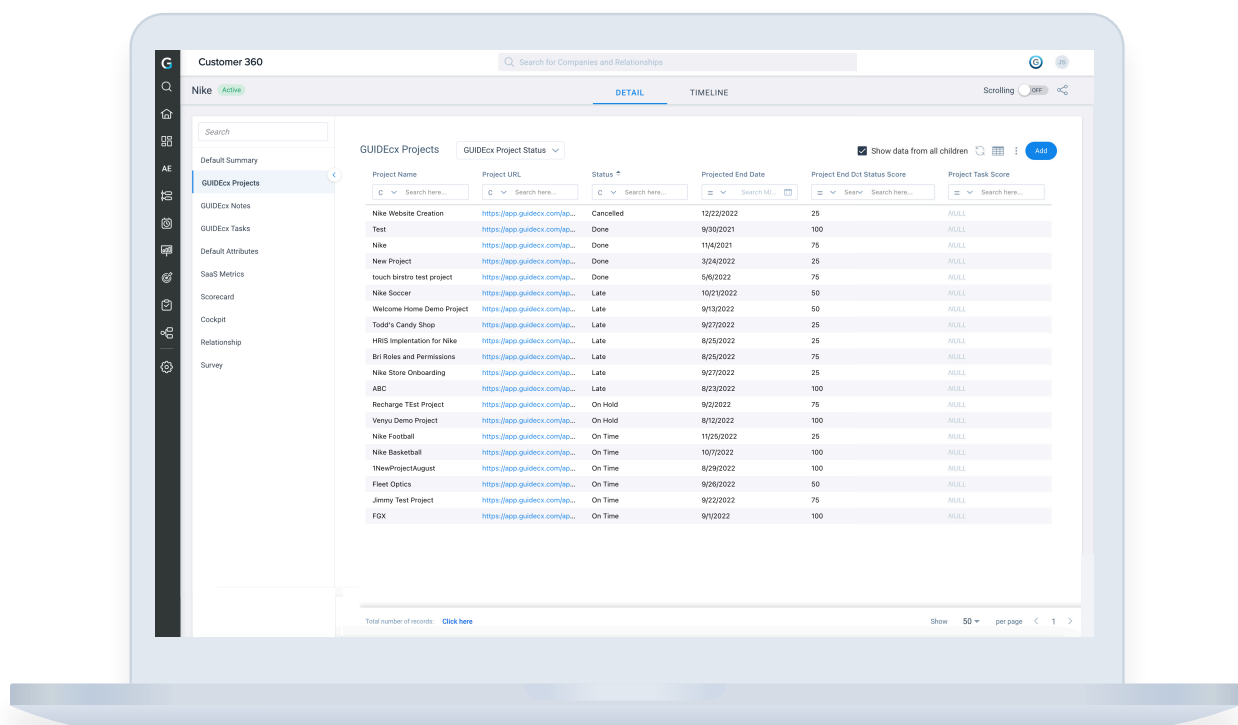
4x increase in project manager capacity.

## The two-way **GUIDEcx + Gainsight** integration intelligently automates the complete customer journey so that:

- **Sponsors** have visibility into the entire onboarding experience.
- **Project Managers** can easily assign tasks and keep CSMs informed automatically
- **CSMs** get early indicators of onboarding health so they can manage risk and reduce churn

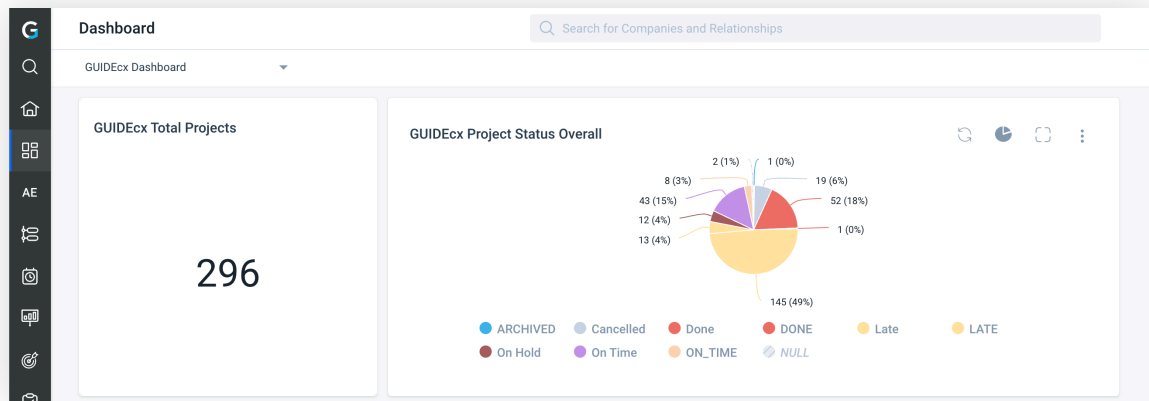
## Level up your customer experience across touchpoints

See a clear view of your onboarding projects in Gainsight C360, including status, project names, forecasted and expected end dates, and active links to GUIDEcx project.



## Measure efficiency across processes

Create custom GUIDEcx Reports within Gainsight to give full transparency into onboarding experience and surface key insights to your team.

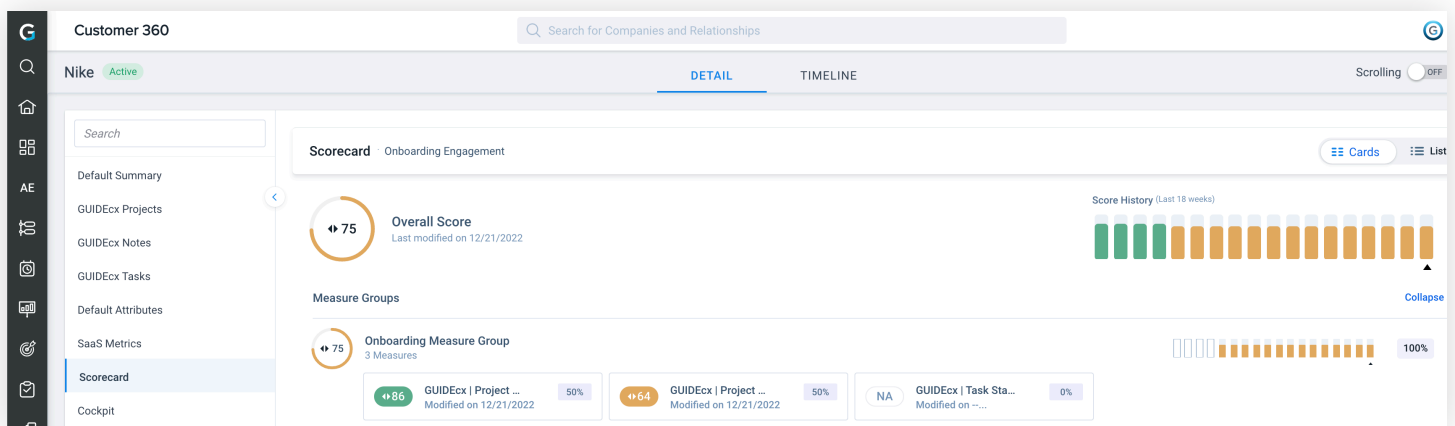


*"The UX is slick, modern, and easy to set up...You want customers to have a modern and comforting experience, and GUIDEcx does just that. We're reducing onboarding durations and improving quality scores because our team and customers are on the same page, in real time."*

– **CHAD ESTES**, Head of Customer Success at Maxio

## Forecast and share risks

GUIDEcx Health Scores predict customer health during onboarding. Set Health Score alerts and easily redirect efforts to mitigate risk. Plus, leverage data from GUIDEcx objects to adjust Health Score criteria to meet company requirements.



## Automate communication between teams

GUIDEcx CTAs that are tied to GUIDEcx Health Scores to surface critical alerts and actions within Gainsight. Create CTAs to initiate handoffs, address risk, prompt action on tasks, or whatever your business requires.