

Customer Success and Excellence

From pre-sale and program design to launch and continued success, our experts are dedicated to your experience and your success.



Program Design: Develop an action plan

Map out your business goals with our program experts to design a customized solution for your organization.



Outcome-oriented program design

Experience designing solutions for organizations of all sizes, structures, and industries



User-centered approach, prioritizing adoption and ease of use

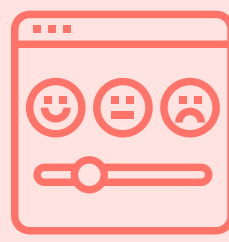
Clearly defined metrics for measurable success



Implementation and Launch: Get up and running fast

Deploy solutions quickly and effectively. Partner with experts who have completed hundreds of successful implementations.

+90
Implementation
NPS Score



91%
Support **Customer CSAT**

Enterprise Deployment **Expertise**
175K+

Onboarding and Adoption: Realize value

Accelerate your time to value. Smoothly navigate your way through the cultural shift of adapting to a new performance process. Benefit from policies and procedures, clear expectation-setting, leadership coaching, training support, and adoption best practices from our team of experts.

Resources



1 Designated customer success manager

2 Live and on-demand training



3 Manager enablement training

4 Online knowledge base



5 Expert templates

6 Prebuilt communication library for supporting internal launch



7 Access to in-house organizational psychologist

Continuous Support: Rapidly solve issues

Leverage ongoing support to keep your performance management processes running smoothly. Upgrade to Signature Support for white glove support experience with enhanced SLAs and designated technical support contact.



Quarterly business reviews

In-app guides within the Betterworks platform



Betterworks support resources: Knowledgebase Articles, Guides

Standard and Signature Support Services



Customer Testimonial: Echelon Wealth Partners

Betterworks has allowed us to manage our talent programs and initiatives through the appropriate technology, enabling accountability, transparency, insights around potential, coaching and engagement, and facilitating friendly user tools for feedback and recognition. Betterworks has become a book of records that tells the story of our employee's journey of growth and development at Echelon.

— **Beatriz Henriquez,**
Sr. Manager, Talent | Echelon Wealth Partners

Engage employees, transform managers, drive exceptional business outcomes.
Speak with your transformation specialist today.