In today’s highly competitive marketplace, retention struggles and churning customers have become huge obstacles to growth. The most forward thinking organizations have made ‘Customer Success’ and the ‘Voice of the Customer’ a central component of their growth strategy in today’s ‘relationship economy’. However, not every organization has the resources to create a new internal department that collects feedback from customers, alerts them to customer complaints, tracks customer sentiment over time and for all products, services, events, and business practices across the organization.

Introducing the Signet Customer Success Solution – Solutions as a Service
Consider us an extension of your team.

**Tracking Study**
*Annually*
Measures and tracks key overall brand health metrics in aggregate to provide benchmarks for performance, betterment and strategic planning.

**Sibyl NPS Platform**
*Continuous*
Monitors individual satisfaction levels for all “brand moments” throughout the year, providing immediate actionable feedback to ensure retention and reputation.

**Probe Studies**
*As needed*
Comprehensively investigates satisfaction measures of events or other offerings in need of deeper understanding to explain rationale behind consumer sentiment.