

# A leading UK nonprofit improves community service delivery with SurveyMonkey Enterprise

## Introduction

This case study of a non-profit is based on a November 2019 survey of SurveyMonkey Enterprise customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Enterprise helps us understand the wants and needs of service users and how we can adapt to meet these needs. Its multilingual survey capabilities enable us to collect feedback from a diverse set of respondents. And we have changed service delivery due to feedback, and have reported feedback from young people and parent / carers back to commissioners.”

## Challenges

The customer needed a solution to gather client experience feedback about wants and needs.

- When asked how much time it took to get up and running with SurveyMonkey Enterprise, they said immediately, there was no training required.

## Use Case

The Enterprise solution features that make it easy to gather critical feedback include multiple question types and multiple ways of collecting data.

And when it comes to feedback and research, the customer describes their Enterprise solution as extremely reliable.

## Results

According to the customer, SurveyMonkey Enterprise:

- Provides reliable data needed to understand how people think and feel about their organization
- Increases the speed, value, and reliability of insights
- Has helped their organization to better understand and act on opportunities for growth and innovation.

### Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:  
**Non-profit**

### About SurveyMonkey Enterprise

From event feedback to sophisticated market research, SurveyMonkey Enterprise is your best choice. Get our best features to reduce bias, increase survey completion rates, and discover new data insights.

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