SURVEYMONKEY ENTERPRISE CASE STUDY

A secure healthcare email service provider uses SurveyMonkey Enterprise to ISO certification

Introduction

This case study of a foundation 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.

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"We have only just started using it in our department but it helps us achieve ISO9001:2015 and to get customer feedback."

"It is an easy way of getting customer feed back and analysing it."

Challenges

The organisation needed a solution to collect customer feedback.

Use Case

Key features of their Enterprise solution, include:

- Intuitive user experience
- Custom Question Bank
- Multiple question types
- Multiple ways of collecting data

The customer also said that when it comes to collecting feedback and research, SurveyMonkey Enterprise is extremely reliable.

Results

According to the customer, 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.

Best of all, they were able to get up and running with Enterprise immediately — no training required.

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:
Foundation

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.

Learn More:

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Source: TechValidate survey of a Foundation