SURVEYMONKEY ENTERPRISE CASE STUDY

Community Intervention Services

Introduction

This case study of Community Intervention Services is based on a May 2018 survey of SurveyMonkey Enterprise customers by TechValidate, a 3rd-party research service.

> "Great product, awesome customer support. For any question there is a call back within 5 minutes and they get the job done!"
>
> "We have been able to launch enterprise surveys to consolidate data and add to our metrics-based management strategy. The data is easily accessible to be analyzed within survey monkey and the standard reports cover 80% of our needs. "

Challenges

The business challenges that led the profiled company to evaluate and ultimately select SurveyMonkey Enterprise:

- Wanted to solve the following challenges with SurveyMonkey Enterprise:
  - Have a more centralized view for managing users
  - Secure how the survey data is collected

Use Case

The key features and functionalities of SurveyMonkey Enterprise that the surveyed company uses:

- Chose SurveyMonkey Enterprise for the:
  - Enhanced security and compliance features
  - Administration and data governance features
  - Flexibility and ease of use of the platform
  - Sophisticated features
  - Expert guidance and tools to help optimize surveys
- Reports that it was important that SurveyMonkey fit into their existing tech stack or business ecosystem at the time of purchase.

Results

The surveyed company achieved the following results with SurveyMonkey Enterprise:

- Impact of using SurveyMonkey:
  - Increased the volume of research and critical insights
  - Reduced data silos
- Reports that the survey data insights they gather from SurveyMonkey is extremely important in helping people innovate faster.
- agrees that their users are empowered to make better business decisions by using SurveyMonkey.
- Reports that they are able to take action with SurveyMonkey data 3 – 4x faster.
- Realized a return on investment with SurveyMonkey (through cost savings, time savings, or other operational improvements) within 1-2 months.

Company Profile

Company:
Community Intervention Services

Company Size:
Medium Enterprise

Industry:
Healthcare

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:

SurveyMonkey

SurveyMonkey Enterprise