

Volt Power Llc

Introduction

This case study of Volt Power LLC is based on a June 2020 survey of SurveyMonkey Enterprise customers by TechValidate, a 3rd-party research service.



“Real-time customer feedback was adhoc at best prior to SurveyMonkey. Our ability to quickly and reliably gain employee feedback and multiple fronts from engagement to simple data gathering as also impactful.”

Challenges

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

- Risks associated with limited visibility into and control over surveys and survey data
- A loss of important feedback data due to the lack of a secure, central platform

Use Case

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

- Sends surveys with SurveyMonkey Enterprise:
 - At a regular cadence (e.g. annually, quarterly)
 - When we need to make a strategic business decisions
 - After specific in-person or virtual events
- Data that SurveyMonkey Enterprise helps their organization to collect:
 - Customer feedback about their experiences and sentiments
 - Employees and candidate feedback about their experiences and sentiments
- SurveyMonkey Enterprise abilities they would describe as highly impactful to their work:
 - Listen to stakeholders at scale, collect data that's critical to objectives, and improve responses rates
 - Make evidence-based, inclusive decisions about planning, policy, and change
 - Share survey results and collaborate cross-functionally
 - Collaborate on surveys and coordinate our response to feedback based on alerts
 - Collect in-the-moment feedback from mobile or offline collectors
 - Understand who's send surveys and what they're doing with the data
- Strongly agree that SurveyMonkey Enterprise helps them to:
 - Centralize ownership and control of their survey data in a distributed workforce
 - Give employees the right access level they need when it comes to survey data
 - Consolidate survey programs under one account and get complete visibility into overall survey usage
 - Reduce the risk of collecting unsecure, sensitive information
 - **Reduce the risk of employee usage of unsanctioned (not licensed) survey software

Results

The surveyed company achieved the following results with SurveyMonkey Enterprise:

- Benefits and outcomes experienced since using SurveyMonkey Enterprise:
- Less time spent on the survey process, more time to focus on research and insights
- Improvements to employee insights, engagement and increased productivity
- Improvements to customer insights, experience, and increased customer lifetime value
- A more trusted partner and advisor on their feedback programs
- Experienced a return on their investment with SurveyMonkey Enterprise through cost savings, time savings, or other operational improvements) in 1-2 months.
- With SurveyMonkey Enterprise, how much improvement have you seen to the following (please consider clients, patients, or student experience according to your industry).
 - Reduce time spent on managing the survey process and users: by at least 50%
 - Improve customer experience metrics: by at least 50%
 - Improve our ability to make strategic decision, faster: by at least 50%
 - Improve employee engagement metrics: by at least a 100%

Company Profile

Company:
Volt Power LLC

Company Size:
Medium Enterprise

Industry:
Energy & Utilities

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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