

Centravance

Introduction

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



“I was able to continue providing training for clients without meeting face to face or requiring a live webinar.”

Challenges

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

- Needed a solution to share videos and quizzes with our clients

Use Case

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

- When and how often the surveyed organization sends surveys with SurveyMonkey Enterprise:
 - At a regular cadence (e.g. annually, quarterly)
- SurveyMonkey Enterprise capabilities and attributes compared with alternative solutions:
 - To create surveys, collect responses, and share results cross-functionally: better than
 - Improved compliance with company policies or regulations (e.g. HIPAA, GDPR): better than
 - Administrative and security features: better than
 - Integration of feedback data with other tools: better than
 - Flexibility of pricing options: better than
- Strongly agrees 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:
 - Ability to deploy in different ways to ensure all client employees can access videos and quizzes
- Experienced a return on their investment with SurveyMonkey Enterprise through cost savings, time savings, or other operational improvements in less than 1 month.
- With SurveyMonkey Enterprise, how much improvement have you seen to the following (please consider clients, patients, or student experience according to your industry).
 - Reduced time spent on managing the survey process and users by at least a 100%
 - Improved customer experience metrics by at least 75%

Company Profile

Company:
Centravance

Company Size:
Small Business

Industry:
Professional Services

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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