

# Case Studies

FLIPPED STORE LAGGARDS TO LEADERS

## Global Logistics Company

### Challenges:

A manual interview-based survey strategy was burdensome to manage for Agents across Europe. Moreover, inconsistent feedback collection methods across 9 countries became ineffective especially during disruptive periods such as seasonal resource challenges, COVID, and more.

### trustMinder Activity:

Our team helped configure automated distribution of digital surveys on trustMinder with automatic ticketing for closed-loop activities. Survey response rates increased to 15%.

### Results:

The new standardized program delivered consistent and relatable insights across 9 countries. The multi-location company was able to level-up performance of individual sites and several low-performing (service quality) offices jumped from the bottom to top tiers.

*“Super easy to use and it’s fantastic the way all issues are identified in real-time and the trustminder platform automatically notifies the appropriate team”*

- Head of Customer Success

