



CUSTOMER STORIES /

The Beneva logo, consisting of the word "beneva" in a lowercase, purple, sans-serif font, centered within a light beige rounded rectangle.

Beneva achieves a 94% employee satisfaction score after migrating to Genesys Cloud

Insurance provider Beneva wanted a scalable, flexible customer experience solution that's easy to use and supports omnichannel functionality. After implementing the Genesys Cloud™ platform, Beneva was able to unify touchpoints; better understand customer needs and pain points; and improve its employee experience. The latter quickly led to a 94% employee satisfaction score.

94%

employee
satisfaction
score

Unified

touchpoints

**Better
understand**

customer
needs

AT A GLANCE

Customer: [Beneva](#)

Industry: Insurance

Location: Canada

CHALLENGES

Disconnected systems, Lack of customer insight

PRODUCT

[Genesys Cloud CX®](#)

ADDITIONAL RESOURCES

[Beneva vidéo en français](#)

"We needed a bigger solution to unify our omnichannel. Genesys gives us a tool to make sure we have a solution to give a better experience."

Dominique Proulx

Director, Omnichannel Transformation, Beneva

Check out similar stories

The logo for King Price Insurance, featuring the brand name in a red script font with a crown over the 'i' in 'King', and the word 'INSURANCE' in a smaller, red, sans-serif font below it.

FINANCIAL SECTOR

**King Price
Insurance**

The logo for Sabin, featuring a red circular icon with a white stylized flame or drop shape inside, followed by the word 'sabin' in a red, sans-serif font, and the text 'DIAGNÓSTICO E SAÚDE' in a smaller, red, sans-serif font below it.

HEALTHCARE SECTOR

Grupo Sabin



TECHNOLOGY SECTOR

Fibrus Networks

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