ChurnZero is a real-time Customer Success platform that helps subscription businesses...

- Fight churn
- Boost current accounts,
- Increase product adoption, and
- Optimize the customer experience.

Know How Customers Use Your Product / Service.

Segment Your Users and Accounts with a Rich Set of Data.

Usage Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value (percentile: 76%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feature 1</td>
<td>4 (percentile: 76%)</td>
</tr>
<tr>
<td>Feature 2</td>
<td>26 (percentile: 83%)</td>
</tr>
<tr>
<td>Power Feature 1</td>
<td>20 (percentile: 81%)</td>
</tr>
<tr>
<td>Power Feature 3</td>
<td>9 (percentile: 46%)</td>
</tr>
<tr>
<td>Power Feature 4</td>
<td>25 (percentile: 77%)</td>
</tr>
<tr>
<td>Power Feature 2</td>
<td>12 (percentile: 30%)</td>
</tr>
<tr>
<td>Login</td>
<td>60 (percentile: 83%)</td>
</tr>
</tbody>
</table>

Assess Health and Likelihood to Churn.

Get Real-Time Alerts About Your Customers.

Connect with your Customers Right Inside your Product.

Automate Tasks and Communications and Get More from your Team.

Amanda Rueda, VP of Customer Experience

It has been so refreshing to work with ChurnZero. It brought an ROI return on day one and something that people really appreciate and enjoy using! Amanda Rueda, VP of Customer Experience

ChurnZero automates a lot of edibles that businesses would have had to do manually to keep their customers engaged in their products.

See how we can help you fight churn.

ChurnZero is the “Next Big Thing”

The Business Journals

Get a demonstration:

http://churnzero.net  hello@churnzero.net  +1-202-780-9601

TURN THIS AROUND TO SEE HOW CHURNZERO CAN HELP YOU…
The Impact of Using ChurnZero: A Timeline

Jane, a CSM from RetainInc, using ChurnZero

Day 0
Jane gets a "new account" text alert.
An automated personalized email introducing Jane is sent to AcmeCo.

Day 1
Jane completes her intro call with AcmeCo.
The customer excitement from the intro call is outsized.

Day 2
Jane gets notified that four new users have started using the service.
Automatically, each new user was greeted with a video tutorial in the service and offered training via email.

Day 7
Jane is alerted that two users did not complete onboarding.
An automated email with help tools is triggered to them.

Day 30
With good usage and health stats, Jane emails AcmeCo with Month 1 accomplishments.
AcmeCo decides to bring onboard another team.

Day 60
Jane sees six AcmeCo users have started using the service.
She gets an alert to help one user.

Day 210
At this QBR, Jane secures the renewal for the next year.
Jane introduces a new product add-on to AcmeCo.

Day 270
A business development rep calls into AcmeCo.
Not interested.

Day 330
The lifetime value of AcmeCo is now 600% of the original contract.
An NPS survey is automatically sent to users six weeks after they've completed onboarding.

Day 365
AcmeCo's year two contract value is now 75% greater than the original.
AcmeCo is featured in a RetainInc case study; additionally, they refer two new customers to Jane!

Jack, a CSM from LostInc, without ChurnZero

Day 0
Jack receives a "new account" notification.
An automated email with basic information is sent to AcmeCo.

Day 1
Jack completes his intro call with AcmeCo.
The customer is anxious to get started.

Day 4
Jack sees AcmeCo has tried an important, sticky, but tough-to-use feature.
They never get to work.

Day 21
An email is automatically sent to the main user to schedule the quarterly business review (QBR).

Day 30
A business development rep calls into AcmeCo.
Not interested.

Day 60
The partnership continues…

Year 2
The AcmeCo account is deleted.