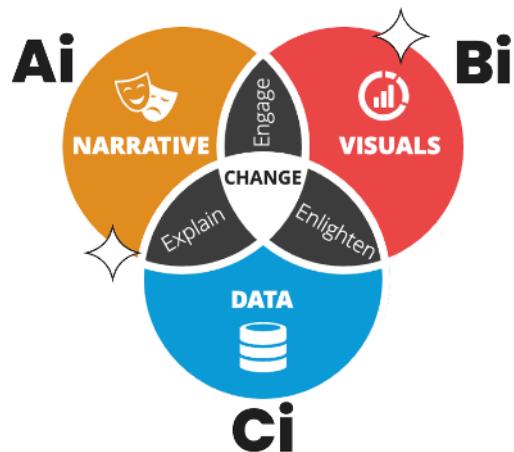


AI + BI + CI = High Customer Retention

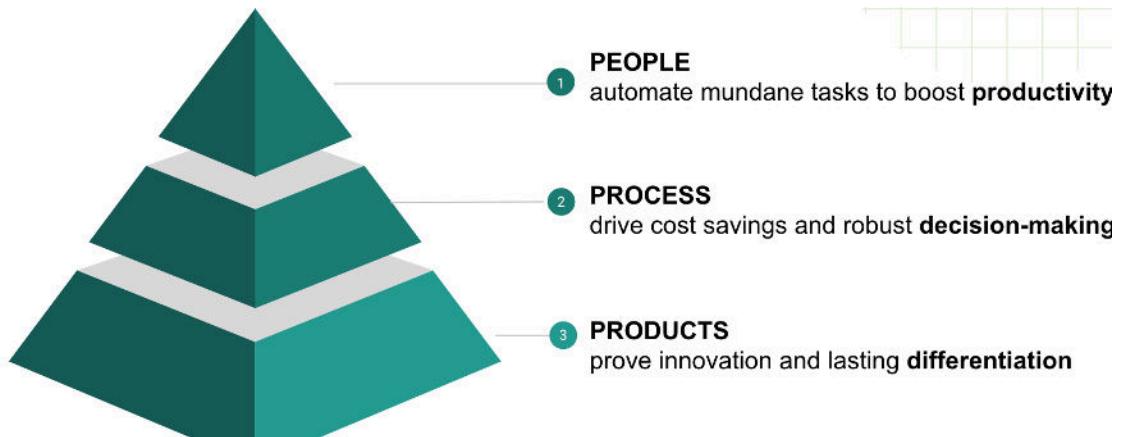
Data used effectively drives change.

Data stories used to require much time and effort to gather. Teams might gather data, narratives, and visuals just in time for QBRs. But now, thanks to the rapid growth of AI, we can afford to bring all the pieces in the intelligence story together daily to explain, engage, and enlighten.



AI Supercharges CI

You are applying AI effectively when...



Productive PEOPLE

- Summarize: Use AI to take notes and recap meetings
- Expand: Generate task descriptions and automatically create populated projects
- Translate: Use ChatGPT to translate emails and messages

Smart PROCESS

- Support: Chart progress & send alerts as sentiment or health scores shift
- Augment: Diagnose and recommend solutions
- Replace: Predict risk and automate outreach

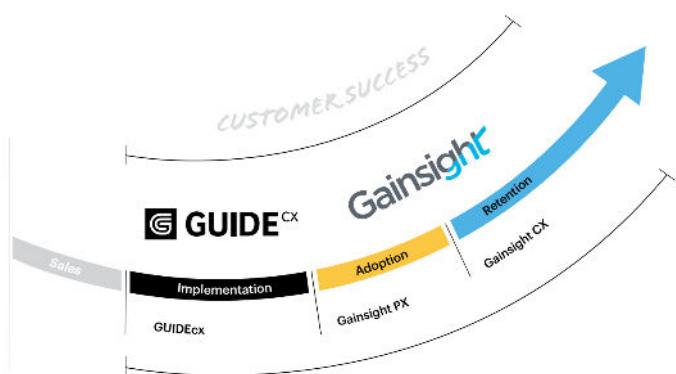
Innovative PRODUCTS

- AI Chat: NLQ & generation - use AI to ask your data specific questions
- Respond & Route: Chatbots answer easy questions and route the rest to your team
- Predictive Analytics: Churn warnings in renewal forecasts

Customer Success Starts with Customer Onboarding

Implement with GUIDEcx, adopt + retain with Gainsight.

The Customer Journey



Increase Capacity

Expand revenue opportunities with intelligent automation of tasks. GUIDEcx enables PMs to do more without sacrificing quality.

Improve Efficiency

Engage customers, automate workflows, and utilize reporting to keep your team and customers aligned.

Accelerate Time to Value

Keep projects in motion and move cashflow upstream by streamlining workflows and proactively managing risk.

Top Signals to Measure During Onboarding

1. # of Client Participants

5+ clients invited = >90% on-time completion

2. On-time Deliverables

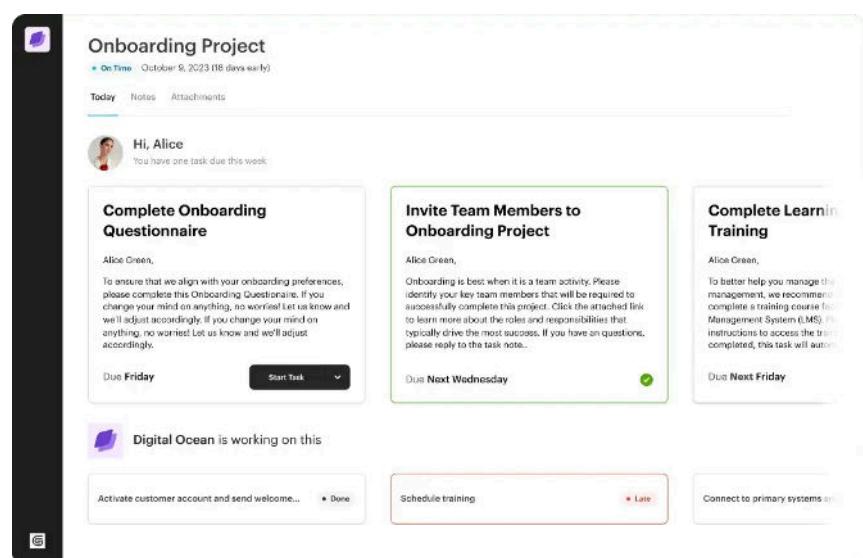
83% of GUIDEcx customer tasks are completed after normal business hours

3. Project Completion

98% logo retention for clients launched on or before planned end date

4. Customer Engagement

GUIDEcx customers view the project tracker an average of 2.7x each week



The screenshot shows a project titled 'Onboarding Project' with a due date of 'October 9, 2023 18 days early'. It includes sections for 'Complete Onboarding Questionnaire', 'Invite Team Members to Onboarding Project', and 'Complete Learning Training'. Each section has a detailed description, due date, and status. For example, the questionnaire task is due Friday and is marked as 'Due Friday'. The invite team members task is due next Wednesday and is marked as 'Due Next Wednesday'. The training task is due next Friday and is marked as 'Due Next Friday'.



Schedule
a Demo

49%

49% reduction in
onboarding time

300k+

300k+ projects run
on GUIDEcx

4X

4x increase in project
manager capacity