

QUENTELLE INCREASES CLIENT ENGAGEMENT BY 45% WITH GUIDECX



Quentelle at a Glance

Founded: 2018

Employees: 25 people

Industry: Software Development

With GUIDECx: Since December 2021

Quentelle delivers verification of employment, tax credits, and unemployment cost management solutions, leveraging advanced platform technology. Its data-driven solutions, powered by best-in-class providers, as well as its proven IT security services, save time and money and empower companies to streamline internal operations and make better decisions.

45% *increase in client engagement*

66% *reduction in average implementation time*

94% *reduction in TTV*

"GUIDECx has been amazing. Since implementing it, we have reduced our implementation time by 66%."

Shannon Campeau
Director of Operations
Quentelle



GUIDECX DRIVES RESULTS

Quentelle's previous systems included a wide array of onboarding methods that varied by project managers, resulting in dragged-out and inconsistent implementations for its customers. Without an automated system, client engagement for completing tasks dragged on, causing project timelines to stretch upwards of nine months and, in some cases, two years.

With the implementation of GUIDECx, Quentelle was able to achieve true transparency in the onboarding process for internal team members and clients alike. Weekly emails sent through GUIDECx now help project managers and clients move more seamlessly through implementation, which has vastly increased engagement on each project.

Through automation, GUIDECx has transformed a once inconsistent system into a uniform onboarding process for Quentelle. This increase in visibility has increased engagement for customers and given added transparency in project timelines, roadblocks, and issues. Now internal stakeholders and customers are all on the same page and getting to value more quickly.

"Before GUIDECx, our project managers would fall behind two to three weeks before following up with a client that wasn't getting back to them. Now, everyone is consistently hitting that 95% mark for engaging clients during implementation. GUIDECx has been really great in helping with that."

Shannon Campeau
Director of Operations
Quentelle

With these improvements, Quentelle has been able to double its employee headcount since implementing GUIDECx. Whereas project managers were once working with disconnected processes, they now have a consistent, uniform system for interacting with clients, with automated reminders keeping everyone on schedule. With a digitized system, the organization has been able to double its project manager headcount, and the director of operations is now saving eight to nine hours of work a week.

Ready to Take Client Implementation and Onboarding to the Next Level?

Our platform reduces time to value, creates visibility, and saves time with automation, ensuring project managers and their clients get work done as quickly as possible. To learn more about how GUIDECx can address your business needs, reach out to us and ask for your free **14-day trial** to get started.

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**OVER 500,000
GUIDED PROJECT
IMPLEMENTATIONS**

