

Dallas Office Visit 2022





AGENDA:

- Introductions
- Overview of Red Pepper/Qualtrics Partnership
- Discuss how we can engage on opportunities together to increase sales for end of Q3/Q4
- Help with specific opportunities
 - Questions and troubleshooting
 - Discuss pipeline deals 1-on-1

CX: AS STRONG AS EVER

“Red Pepper is Ridiculously easy to work with”

- We help close more than 60% of the sales calls that we help scope
- Our CSAT average at Qualtrics is 4.8
 - Our goal for Q3 is 4.9
- Our market share is increasing based on our team's ability to deliver when it counts
- **68% client growth** from 2020 to 2021
 - On track for similar growth in 2022



NOW **EX CERTIFIED**

“We hear you”

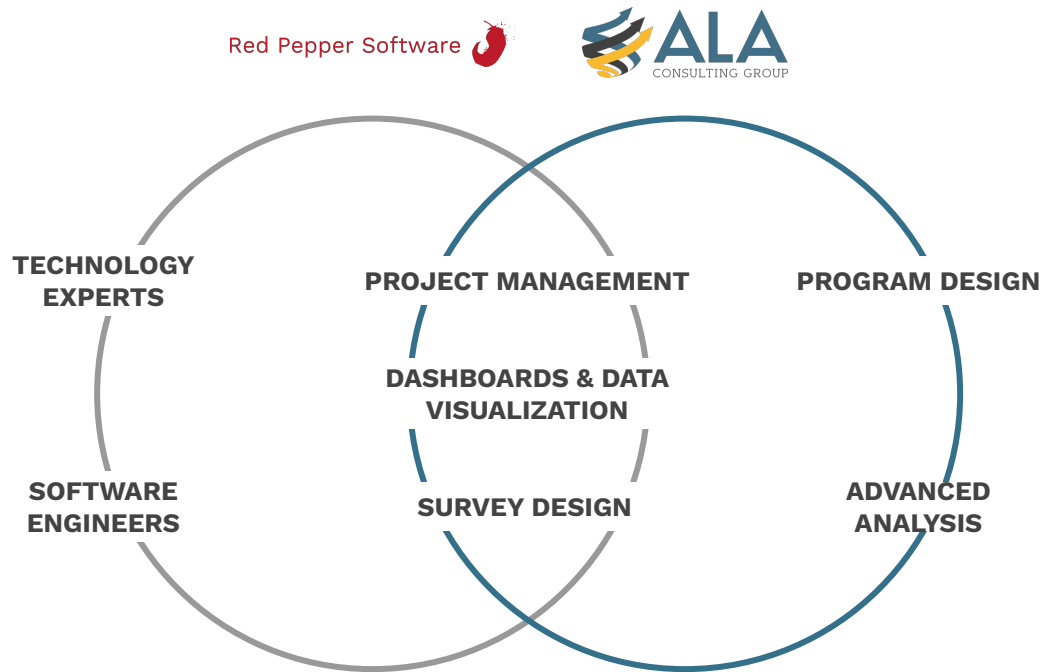
- Vaccine & Testing Manager (VTM) clients are ready for their next projects
- We are hearing more demand for EX
- We have 2 senior implementers leading the EX experience
- We now have **5 certified EX consultants**, and we are continuing to expand our team



FULLY MANAGED SERVICES WITH ALA

Partnering more closely with ALA Consulting

- We now offer clients a full-service experience without needing to engage multiple QPN partners
- From the client perspective they experience a unified team that combines the best of Red Pepper and ALA
- 15 active combined deals





REIGNITING **ENGINEERING**

We know the tech of XM

- Technology is our background and continues to be our deep expertise
- We can customize, extend, and automate the XM Platform for clients
- We continue to expand our experience integrating with other software platforms
- Engineer inside Qualtrics through 2021 to support build of mobile SDK

CS SERVICES: **NEW CONVERSATIONS**



Strengthening and streamlining our client renewal process

- Created our own Qualtrics Customer Success (CS) group internally
- Continuing to expand this group
- Supporting Qualtrics' effort to ensure client renewal and a transition from implementation to a second project

We ❤️ **ONGOING SUPPORT**

Recommending new use cases to every client

- If clients don't have the manpower to execute on the XM program we're ready to step in and help
- We recently launched more Ongoing Support Options, including Staff Aug available for enterprise clients
- 103+ clients re-engaging



RAISE AWARENESS **INSIDE QUALTRICS**

***We want to become the
#1 choice of the AEs***

*Besides great client work,
what can we do to make
this happen?*





BEHIND EVERY WIN IS A TEAM.



THANK YOU

Looking forward to connecting. Call or email anytime!



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