

WITH UNRIVALED CUSTOMER EXPERIENCE EXPERTISE

WE EMPOWER BUILDERS TO REDUCE COSTS, INSPIRE LOYALTY, AND WIN REFERRALS

CUSTOMERINSIGHT IS THE ONLY PROVIDER THAT DELIVERS:



We understand it's not just about surveys and metrics – it's about elevating you to become a Builder of Choice. Homebuilders rely on CustomerInsight as a secret weapon for Customer Experience success, helping them lower the cost of sales, improve online engagement, reduce marketing spend, improve margins, and win referrals along every step along the customer journey.

LEADING CUSTOMER EXPERIENCE BUILDERS USE THESE SERVICES:



Custom Pricing Plans: Our Flexible and Customizable plans allow you to select your feature list to align with your budget and goals.



Industry Benchmarking: Benefit from immediate industry comparison data of your internal team members, trade contractors, customers, and prospective buyers.



Effortless Integration with Constellation Solutions: Integration with Constellation's suite of products means reduced errors, lower costs, seamless correlation and flow of data, and support from the company you trust.



Social Influence Programs that Sway Modern Buyers: Reaching buyers online is critical, especially for Millennials who are revolutionizing the home buying process. We help you engage with digital prospects by promoting your brand through social media pages, which routes traffic back to your website for a boost in referrals.



Mobile Engagement with Text: Our outreach engages buyers anytime, anywhere with text/SMS surveys that significantly increase response rates.



Advanced Analytics: We analyze qualitative and quantitative data to understand crucial drivers of customer satisfaction, providing metrics on how your processes directly impact your customers' experience.



Automated Reports: Spend less time pulling reports with automated insights into key metrics.



Prospective Buyer Reviews: Understanding why you lost a sale is an important metric too. Leverage critical information from non-buyers to improve interaction with future prospects.



Employee Performance Program: Keep team members continually engaged with targets and goals, plus provide immediate performance feedback.



Trade Partner Performance Program: Two-way measurements help you identify and implement rapid quality improvements.



Homeowner Mark of Excellence Awards: Recognition from the largest judged CX Builder Award program helps increase exposure.

“*CustomerInsight and the H.O.M.E. Awards brings the best builders forward based on real feedback from customers, employees, trades & suppliers. If you are looking to work with the best homebuilders, I would look no further than CustomerInsight. Their approach, proven methodology, execution and results is why CustomerInsight is an integral part of our team.*”

— Wesley Gunderson, Lincolnberg Homes

**TACKLING
COVID-19?**

**WE HELP YOU STAY
ON COURSE**

Covid-19 Assessment Program

Return to work assessments sent every day to your employees, trades and customers for added protection.

Covid-19 Sentiment Program

Providing peace-of-mind starts with understanding the concerns of customers, employees, and trades. We help you assess their sentiments about COVID-19 and apply those insights to guide your policies and procedures.



Ready to learn more about CustomerInsight?

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