

# Boston Company Offers Free Software to Monitor Employee Well-Being During COVID-19 Outbreak

CustomerGauge, creator of the [Account Experience™](#) category maximizing account and employee retention for B2B companies, today announced free access to their industry-leading Employee Net Promoter® software solution in response to the changing global landscape due to the COVID-19 outbreak. This will allow companies to stay closer to their employees and monitor their well-being remotely.

"We believe it's the right thing to do," says Camilla Scholten, COO and Co-Founder of CustomerGauge. "As business owners, we're all in the same boat and doing our very best to manage the developing situation. But more importantly, our employees are also trying to adapt to big changes in their routines like self-quarantine measures taken in both Europe and the U.S. Surveying our employees weekly for a quick wellness check has proven critical in keeping our business operating at normal levels. It only seems right to share access to this tool with other companies trying to keep their remote workforce close and engaged in this time of uncertainty."

CustomerGauge is offering a no-strings-attached instance of their industry-leading Employee Net Promoter surveying solution free for 3 months (full price, \$13,000). This will allow companies to send out an anonymous eNPS survey weekly, monthly, or quarterly to better assess the wellness and satisfaction of employees throughout these uncertain times. Survey responses are unlimited.

In addition, companies will be given a fully-functioning dashboard to monitor employee satisfaction trends over time. Employee feedback can be easily segmented by department, division, or global location with a few clicks. This allows business heads and management to be proactive in triaging any unforeseen issues that may arise ensuring their employee bases continue to thrive in a remote environment.

**Secure and Scalable.**

The CustomerGauge Employee Net Promoter Solution offers best-in-class security and scalability. Featuring single-tenant database for data segregation, AWS VPC and AWS certified OS for added security, OWASP coding practices, 24/7 operational monitoring, in-flight & at-rest data encryption, and Multi-AZ high availability and backups. In addition, the solution is GDPR compliant, HIPAA compliant, EU-US Privacy Shield Certified, and developed with single sign on, permissions, and available in over 30+ languages.

"It was an easy decision for us," says Adam Dorrell, CEO and Co-Founder of CustomerGauge. "Companies everywhere are struggling to stay connected with their employees in a predominantly remote environment. As we enter the post-pandemic world, it's critical to not only retain your current employees but ensure they stay engaged throughout this transition."

CustomerGauge encourages anyone that would like to make use of their employee net promoter solution to visit this link and sign up.

To learn more about CustomerGauge, visit <https://www.CustomerGauge.com>.

### **About CustomerGauge**

Built from the ground up to cater to the more complex B2B business environment, the CustomerGauge Account Experience™ solution excels at collecting feedback and signals at the account-level and distributing this information in real-time to front-line employees so businesses can proactively retain and grow accounts faster. Account Experience also takes the guesswork out of the experience ROI equation by linking all account metrics and sentiment directly to revenue, in turn, maximizing buy-in from the c-suite ensuring long-term program success and cultural transformation.

\*Account Experience is a trademark of CustomerGauge. Net Promoter, NPS, and Net Promoter Score are trademarks of Satmetrix Systems, Inc., Bain & Company, and Fred Reichheld.

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#### ABOUT CUSTOMERGAUGE

CustomerGauge is a software-as-a-service platform that helps clients improve and monetize their B2B Account Experience. The system automatically measures and analyzes feedback, reduces churn through close-loop tools, and helps retain accounts. Results are published and analyzed in real-time, using a highly customizable

reporting tool, making it ideal for businesses—from fast-growing SaaS companies to global enterprises. For more information, visit [www.customergauge.com](http://www.customergauge.com)

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