

What to Expect as a TrustRadius Client

From the Words of TrustRadius Customers





WHAT TO EXPECT AS A TRUSTRADIUS CLIENT **INTRODUCTION**

Working with TrustRadius is about more than great review content to influence real buyers - it's about partnerships. We truly believe in taking an active role in helping technology vendors get and keep great customers.

But don't take our word for it - **61% of all reviews of TrustRadius in the past year called out fantastic customer support.** Read these reviews from our customers to see how the TrustRadius Customer Success Team improves your results and reduces the lift of managing a five-star review program.

[See all of our customer reviews](#)



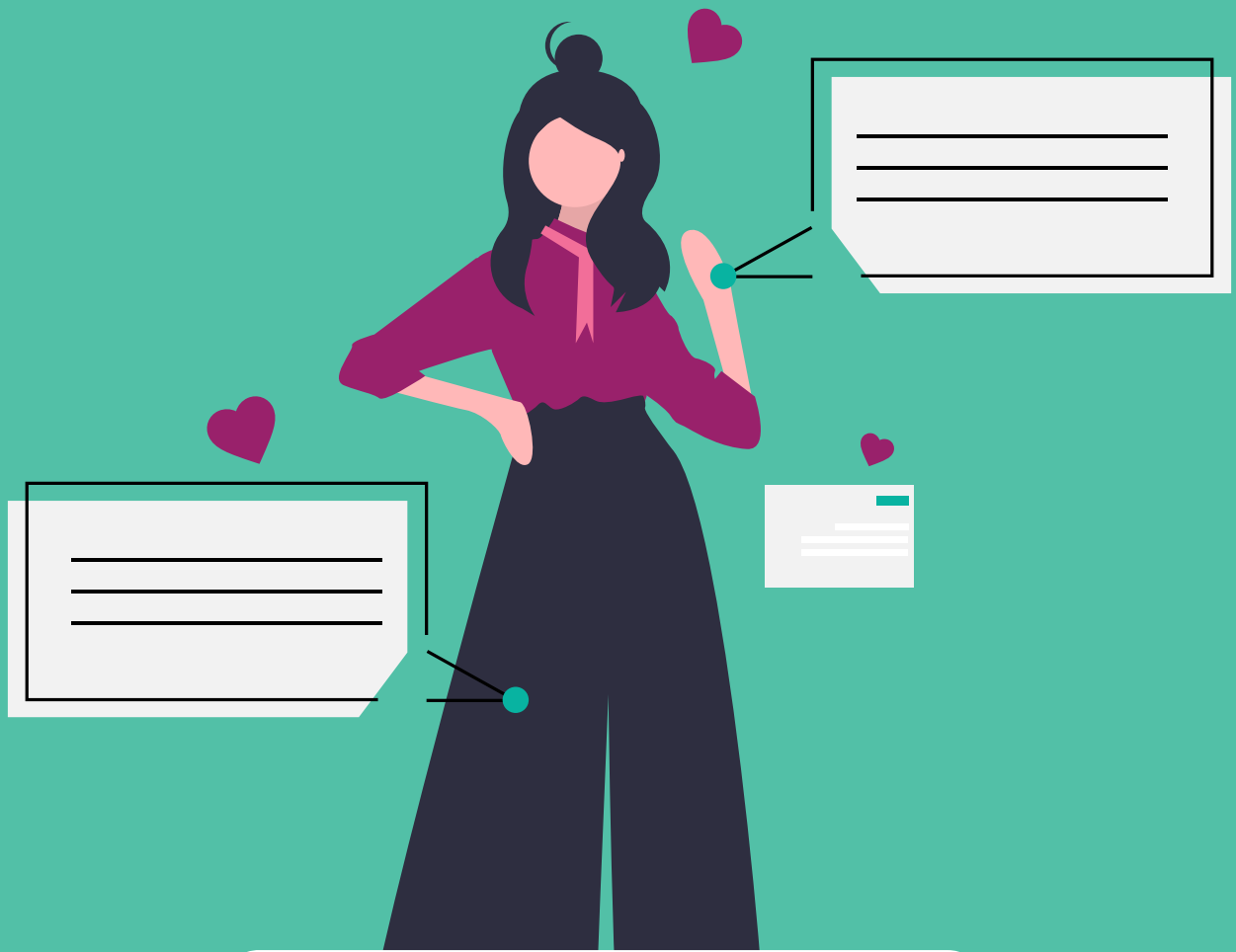
Deeply Invested in Your Success



SONYA HANSON
Director, Demand Generation | Matillion

"Customer success is great. Our CSM, Ryan, is always giving us proactive tips, connecting us with the right people and helping get everything set up and running well. We really appreciate having someone to go to when we have questions."

[Read the full review](#)



Limited Resources? TrustRadius is an Extension of Your Team



ALEXANDRA MCWETHY
Sr. Manager, Demand Generation | WatchGuard

“With the support I have from my account team, I’m able to really run and manage our TrustRadius implementation on my own (with the help of my web team to deploy the widgets). If your marketing organization is looking for a way to make a big impact with limited resources, this is a great start.”

[Read the full review](#)



Best-in-Show Review Platform Partnership



JENNIFER FREEDMAN

Marketing Program Manager | Jama Software

"We've also partnered with G2Crowd. The account support we've received from TrustRadius to G2Crowd is night and day. With TrustRadius we feel like we have a true partner who is invested in our success as much as their own."

[Read the full review](#)



Great Support is Proactive, Not Reactive



MICHELLE CROCKETT
Director of Product Marketing | SentryOne

"Proactive account management: Our account manager is constantly looking for ways that we can make the most of the platform, including integrating TrustRadius with Salesforce."

[Read the full review](#)



Onboarding: Driving Efficient Time to Value



ANNA OHRLUND
Sr. Customer Marketing Manager | Planview

"Good onboarding support. We've gotten support around how to incorporate a rating tile in our emails, best practices for email cadence, conversion rate optimization, how to best leverage the reviews etc."

[Read the full review](#)



Building Real Relationships

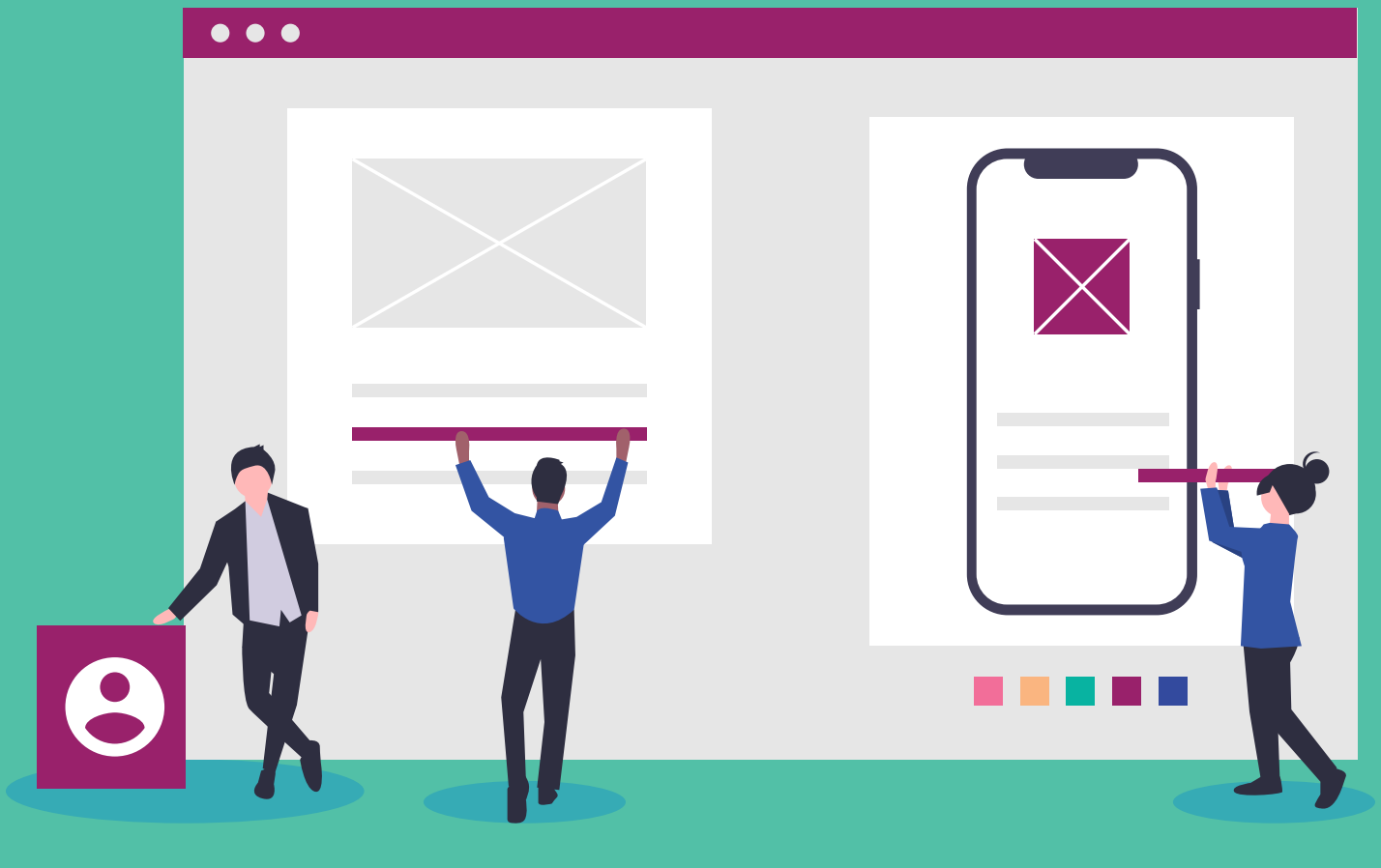


TAMI ANDREWS

Sr. Customer Programs Manager | AT&T Cybersecurity

“The TrustRadius team is easy to work with and always treats you as an individual. They recognize that every company is different and has specific needs and are always willing to spend the time with you to understand those needs and help you with any internal hurdles you have to cross.”

[Read the full review](#)



MORE FROM TRUSTRADIUS CUSTOMERS



JULIA SHASHKOVA
Paid Media Specialist,
Digital Advertising
Veeam Software

"We enjoy working with the team behind TrustRadius. They are always here to help if we get questions (in most cases not the easiest ones) and bring our projects to life."

[Read the full review](#)



KEVIN LAU
Senior Manager, Customer
Marketing | Marketo

"I've always had a positive experience working with the TrustRadius team. Compared to other review sites, they are proactive and ensure our needs are always met."

[Read the full review](#)



CACHE WALKER
Global Advocacy Campaigns
Oracle

"I feel like the TrustRadius team is eager to hear how we are driving value back to our organization and how they can enhance that. The support we receive is always timely and in many cases proactive."

[Read the full review](#)



MORE FROM TRUSTRADIUS CUSTOMERS



DAVID CARDIEL
Head of Global
Demand Generation
Cision

"The [TrustRadius] team hosts weekly calls and quarterly progress reports with my team. This is HUGE for us."

[Read the full review](#)



VERIFIED USER
Program Manager in Marketing
Human Resources Company | 10,001+ Employees

"Our Client Success Manager continually encourages us to think outside the box and explore new ideas to boost our online review program. This has helped us grow and evolve faster than if we were going at it alone. They feel like a partner as we gather helpful client feedback and manage market presence."

[Read the full review](#)

CONCLUSION

Our customers' success is critically important. We're so proud to receive positive feedback like this from our customers. And there's more where that came from! Read all our reviews on TrustRadius.

See how our Customer Success team can help you get the most of your customers' voice. **CONTACT US TODAY.**

9737 Great Hills Trail
Suite #340
Austin, TX 78759

512-961-7777

info@trustradius.com
www.trustradius.com

