



# Viewshub

Measure and improve service-levels across all your teams, using real-time client ratings and feedback, throughout the year.

A client engagement platform...enhancing client retention, and winning new business.

[www.viewshub.com](http://www.viewshub.com)

**Measure and improve** client service levels, and revenues, using real time ratings

A **value-added service** to help top clients **improve team-to-team collaboration** with your firm

Client A spend on supplier firms last quarter	
Firm A	\$10.0m
Firm B	\$9.6m
Firm C	\$8.0m
<b>Firm D</b>	<b>\$7.0m</b>
Firm E	\$6.8m



Client A team service level ratings of supplier firms, on ViewsHub	
Firm A	4.1 ★★★★★☆
Firm B	0.0* ☆☆☆☆☆
Firm C	4.4 ★★★★★☆
<b>Firm D</b>	<b>4.8 ★★★★★</b>
Firm E	3.4 ★★★★★☆



Potential future impact on Client A supplier spend...?	
<b>Firm D</b>	<b>\$12.4m</b>
Firm C	\$12.1m
Firm A	\$12.0m
Firm E	\$3.0m
Firm B	\$1.9m

\* Chose not to participate

# Offer clients the tools to **rate your teams** simply and quickly, any time

Send a single email asking *'How are we doing?'*

- Client teams, organisation-wide, can rate any team with just one click; quick, yet comprehensive
- Asking for real time feedback enhances client engagement, and improves ongoing collaboration
- Can be used with new client pitches too

And invite ratings on **standard and customisable criteria**


- Ratings are between teams, rather than individuals
- Qualitative feedback can be visible or anonymous
- Focusing on team feedback makes it easier for the client and less sensitive than individual feedback

**From:** Your Name  
**Subject:** I would like some feedback

Hello,

Could you do me a favour, please, and rate us (anonymously if you wish)? It will only take a couple of minutes!


Simply select the stars below to get started:





Please do forward this to anyone else in your organization who has any interaction with us. The broader the feedback, the more able we are to improve our service to you.

Many thanks in advance,


**Rate the Sales team**

Project delivery (Get stuff done!) 

Operational excellence (Technically good at their jobs!) 

Responsive attitude (Respond quickly and positively to other teams!) 

Give some constructive feedback

 Enter some feedback such as friendly advice on how the team can improve, or just a pat on the back!

Do you want people to see who you are?  Yes  No, make it anonymous

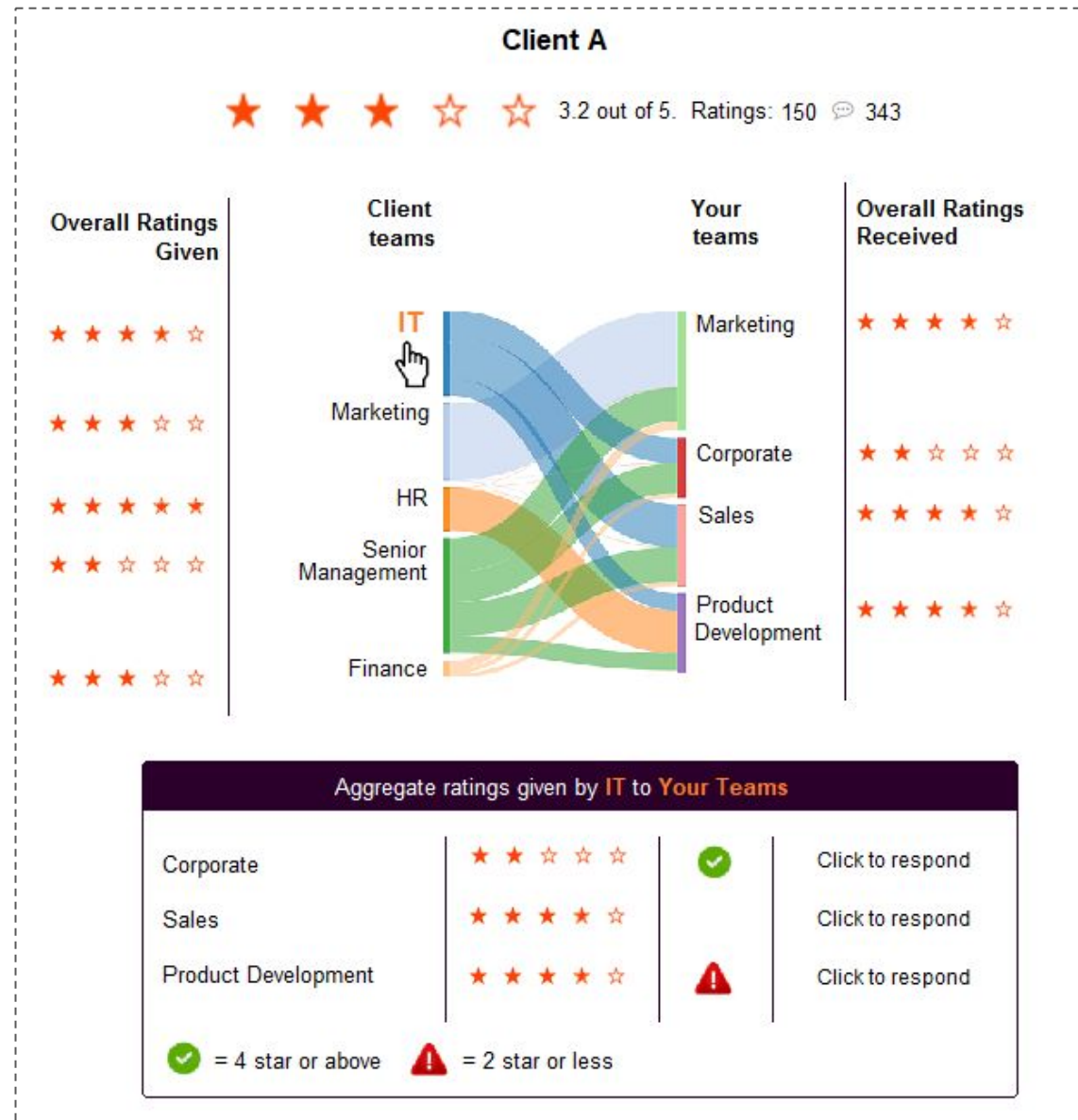
**Continue**



# Track ratings given by each client team to each of your teams

- Gain instant visibility of the quality of the interactions between your teams and client teams
- See how each of your teams are rated by each client team, at aggregate and granular levels
- Proactively manage poor ratings when they occur, before they become larger problems
- Manage real time ratings across all clients on a single dashboard

Clients you've been rated by		
Client A	★ ★ ★ ☆ ☆	3.2 / 5
Client B	★ ★ ★ ★ ☆	4.3 / 5
Client C	★ ★ ☆ ☆ ☆	2.0 / 5
Client D	★ ★ ★ ☆ ☆	3.4 / 5
Client E	★ ★ ★ ★ ☆	4.3 / 5



# Optimise **response rates and collaboration** through two-way ratings & conversations

## Give ratings and feedback to client teams too

- Enhances mutual collaboration
- Gives you an opportunity to suggest how clients can improve team collaboration... something they really want to hear!

## Conversational threads encourage ongoing engagement for continual improvement

- Every rating, subject to privacy settings, can be viewed by all your teams and client teams
- Anyone from any team can join in the conversation
- Conversations lead to new opportunities

**Supplier Firm 2** Someone from **Sales** at **Supplier Firm 2** has rated **IT** at **Client A** 15/06/2018

Project delivery ★★★★★

Operational excellence ★★★★★

Responsive attitude ★★★★★

**Subject: If you could select ONE area for the team to improve in what would it be?**

**John Jackson, Sales, Supplier Firm 2**  
It would be great if you could appoint a third party integration firm to manage the deployment of our latest software. It would save you time and money. We can recommend a number of firms.

👍 0 👁️ 1 📍 0 🍎 Like Report Abuse Comments (0) 15/06/2018

Add a comment...

**Client A** Someone from **IT** at **Client A** has rated **Sales** at **Supplier Firm 1** 15/06/2018

Project delivery ★★★★★

Operational excellence ★★★★★

Responsive attitude ★★★★★

**Subject: If you could select ONE area for the team to improve in what would it be?**

**Charles Moore, IT, Client A**  
After a successful initial deployment ongoing support particularly from your accounts team would be really helpful

👍 0 👁️ 1 📍 0 🍎 Like Report Abuse Comments (0) 15/06/2018

**Paul Gibson, Sales, Supplier Firm 1**  
I'm on this already and have been working with our accounts team to provide more proactive assistance.

**Mary Rodway, Accounts Team, Supplier Firm 1**  
Thank you so much for your feedback. Why don't we meet up to discuss in more detail what else we can do.

Add a comment...





# A **single interactive platform** for feedback to/from all client and internal teams in one place

All feedback and ratings are visible on your personalised 'stream' removing silos, encouraging transparency and collaboration.

- Ratings and feedback relevant to you will be visible in your personalised stream, on desktop or mobile
- Prompts, notifications and emails are tailored to your needs
- Crowd-sourced feedback to improve at team, individual and company-wide levels

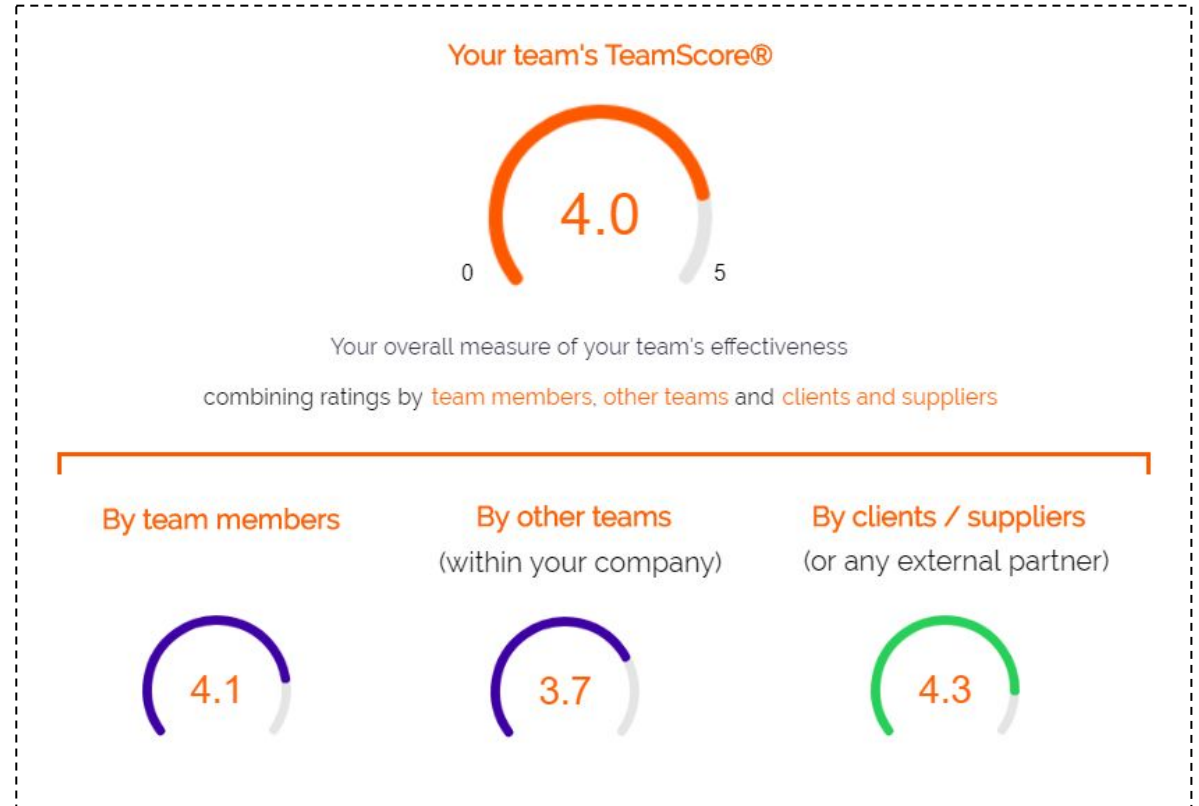
The image displays the ViewsHub platform interface, showing a personalized feedback stream on a desktop and a mobile view. The desktop view features a dark sidebar with navigation options like 'My Stream', 'Click to rate any team', and various departments (Finance, Sales, Marketing, Senior Management, IT). The main content area shows a 'My Stream' feed with a header for 'Your Company' and a 'Start Here!' button. The stream includes a 'Client A' entry with a 4.2 rating for 'Sales' and a 'Supplier Firm 2' entry with a 4.2 rating for 'IT'. Each entry shows a list of categories (Project delivery, Operational excellence, Responsive attitude) with star ratings and a subject line for feedback. The mobile view shows a similar stream with a 'ViewsHub' header and a 'Marketing' entry with a 3.7 rating.



# Viewshub enables teams to **track team effectiveness**, using real time ratings

Focused primarily on feedback between **suppliers** and **corporate clients** to improve ongoing collaboration in complex, critical relationships

Your teams can also be rated internally by **team members**, and by **other teams** to give you an overall **TeamScore®** to improve collaboration and productivity

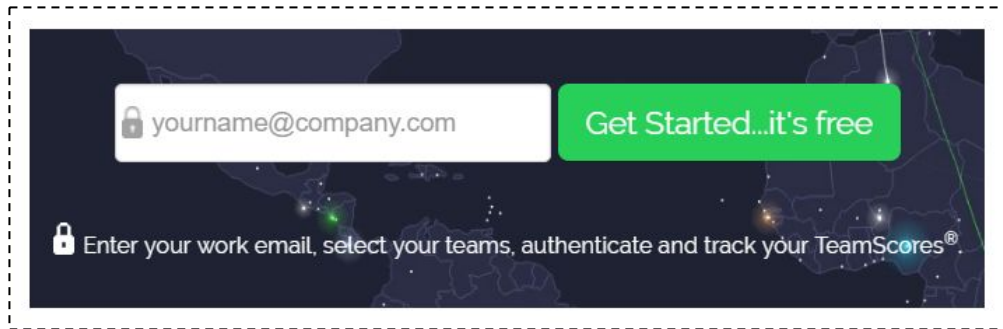


ViewsHub is **free to use** with an unlimited number of people

Premium plans are available at:

<https://www.viewshub.com/site/solutions/plans.aspx>

Get started now by signing up at [www.viewshub.com](http://www.viewshub.com)  
and start requesting real time feedback from client teams

A screenshot of the ViewsHub sign-up form. It features a dark blue background with a network diagram. At the top, there is a white input field containing the placeholder text "yourname@company.com" and a green button labeled "Get Started...it's free". Below the input field, there is a small padlock icon followed by the text "Enter your work email, select your teams, authenticate and track your TeamScores®". The entire form is enclosed in a dashed white border.

Your privacy and security are very important to us

- You can rate any team internally or externally, visibly or anonymously
- Your team has complete control over who can see its TeamScore®
- Your hub is secure and only accessible to users with your @company.com email domain

