SATISFYD

Our Story

When father and son Leigh and Ryan Condon created SATISFYD in 1998, they had one client: one of the world's largest global agricultural equipment manufacturers. By offering an effective enterprise-level Voice of Customer solution, they helped the client and its dealers stay on top of customer issues until they were resolved.

In 2001 SATISFYD delivered the industry's first cloud-based Customer Experience Management (CEM) platform. This was cutting edge in 2001 and began a strong period of growth based on innovative solutions. They took the business to the next level by engineering a unique global multi-language solution so enterprises could serve the ever-expanding global customer base.

The Software-as-a-Service solution now gave clients the ability to view their results, reports, and insights, on-demand, across the enterprise and in many different languages while still ensuring the required security to protect client data.

Today, Ryan Condon continues to lead with the same grit that his dad did when they started the company over 20 years ago. The insights he gets from clients, staff, and industry fuel his vision of innovation and improvement for the benefit of manufacturers and dealers everywhere.

With a focus on the inherent value of close connections and deep experience in the heavy equipment industry, SATISFYD continues to set the standard for customer and employee engagement.

SATISFYD is a leading customer and employee experience software provider for machinery dealerships and manufacturers.

We empower organizations to capture and act on customer and employee experience insights through automation and integrations.

Our deep industry experience and turnkey solutions make it easy for our partners to stay connected with their customers and employees to make sure their business continues to thrive.

Voice of Customer

Boost revenue by leveraging customer feedback gained through our automated full-service customer experience survey process

Voice of Employee

Attract and retain talent by turning employee feedback into actionable insights with our turnkey engagement program

SATISFYD Reviews

Take control of your online reputation by managing online reviews with our software designed for the heavy equipment industry

Making Customer & Employee Experience **Your Competitive Advantage**

www.satisfyd.com

Success Factors

Beat the Competition
Learn how your organization stands against competitors and other best-in-class brands with our competitive industry benchmarking reports.

Simplify Business Processes
Ease communication between your organization and your customers, accelerate the flow of information, and reduce operational costs with seamless integration through your key business systems.

Improve Performance
Measure your success with SATISFYD'S 4 Pillar Philosophy—Knowledge, Connection, Responsiveness, and Accuracy—created based on our industry experience and proven to improve performance.

Access Industry Experts
Leverage a full service team with 20+ years of heavy equipment experience that can help with anything from technical support to strategy, providing peace of mind from a team you can trust.

Get Recognized
Participate in our Certified Dealer and Top Dealer Award programs to get recognized for all of your hard work toward improving your organization and seeing how you stack up against the competition.

We Have Become the leader Thanks to

Our SATISFYD Family

A.C. McCartney
Berry Companies
Bobcat of the Rockies
Brown and Hurley
Florida Coast Equipment
Great Dane
Agriterra Equipment
Hino Motors Sales U.S.A.
Hutson Inc.
James River Equipment
KC Bobcat
KIOTI Tractor
Lakeside Trucks
Livingston Machinery
Miller-Bradford & Risberg
Murphy Tractor & Equipment
RDO Equipment AU
Redline Equipment
White Star Machinery
Wilbur-Ellis
And many more...

SATISFYD

customersuccess@satisfyd.com
www.satisfyd.com
800-562-9557