

# RealCustomers™



## Description: Create a Customized Panel of Your Own Verified Customers—Built and Managed by SSI Experts, for Optimum Value, Efficiency and Convenience

RealCustomers is a custom panel of your own verified customers. To create your RealCustomers panel, we match SSI's full online panel against your customer list. Once we identify your specific customers, you can build in-depth profiles, using your choice of SSI's 6,000+ questions to gain insights into demographics, psychographics and more.

Use RealCustomers whenever you would benefit from ongoing customer feedback to inform your business decisions—on everything from developing product concepts to testing messages—but don't have the resources to build and maintain your own panel. With RealCustomers, you get all the advantages of a customer panel with none of the challenges.

SSI handles every aspect of your RealCustomers project—from invitations to incentives to communication strategies. You can save time, resources and money—and have total confidence your customers are enjoying positive and engaging research experiences.

## Importance: You Gain All the Insights of an Active Customer Community—without the Strains on Resources or Budget

Although a growing number of companies understand the power of customer communities, it takes specific skills to build, manage and engage them, so they deliver on their potential. Customer panels also can take resources and budget that are hard to find in today's environment. RealCustomers offers the ideal solution. With our years of experience, SSI knows how to save you time and money, while ensuring you gain the competitive edge of an active panel to provide continuous insights and information.

## Benefits: Deep Customer Insight...Engaged Panelists...Significant Savings...and 24/7 Support for Both You and Your Respondents

With RealCustomers, you can:

- > **Eliminate the hassle of building and managing a customer panel.** SSI handles all panel management for you, using best practices developed managing our own world-leading global panels.
- > **Gain a deeper understanding of your customers.** SSI strengthens your customer knowledge, extending information from your own database—including purchase history, product usage and more—with your choice of our 6,000+ profiling questions.

(continued)

- > **Get 24/7 panel support.** Both you and your RealCustomers panelists can count on full customer service, around the clock, every day of the week.
- > **Save time and money.** SSI experts handle the entire panel recruitment, management and engagement process, so you benefit from optimal efficiency and cost effectiveness, start to finish.
- > **Reduce habituation to your survey topic.** SSI's panelists are exposed to a broad range of survey topics, so your RealCustomers panelists won't become habituated to survey content about your industry. They remain interested and engaged—so they provide meaningful and relevant responses.

### For More Information

**In North America:** +1 203 567 7200 or [info@surveysampling.com](mailto:info@surveysampling.com)

**In Europe:** +31 10 850 5300 or [info.eu@surveysampling.com](mailto:info.eu@surveysampling.com)

**In APAC:** +61 (0)2 8020 2616 or [inquiry.ap@surveysampling.com](mailto:inquiry.ap@surveysampling.com)

**In Latin America:** +52 55 2282 5200 or [info.latam@surveysampling.com](mailto:info.latam@surveysampling.com)

KNOWLEDGE

ONLINE

OFFLINE

MIXED ACCESS

MULTI-MODE