



CHANNEL  
MARKETING GROUP

# Uncover:

For Distributors



## What Makes You Stand Out?

Your customers already know what sets you apart. Do you?

Uncover the exact reasons why your customers choose you - with insights directly from them.



## Hear It Directly from Your Customers

Our proprietary "**Uncover**" process delivers measurable insight. We calculate your Customer Satisfaction Index (CSI) using a proven methodology originally developed for the automotive industry. The result: a clear view of what your customers value most—and how you stack up against industry benchmarks.



## Evaluate What Matters Most

Uncover how your business performs where it counts most:

- Customer Service Excellence
- Timely Delivery Performance
- Knowledgeable Sales Support
- Business Philosophy & Values
- Technical & Reliability Services
- Executive Accessibility
- Ordering Systems & Support Processes

Add your own questions to tailor the survey to your



## Turn Insight Into Impact

Use customer feedback to:

- **Drive strategic growth**
- Optimize operations
- Strengthen customer retention
- Align teams with what your

This isn't guesswork. It's actionable intelligence.

## Ready to Discover What Sets You Apart?



**READY TO UNCOVER YOUR DIFFERENCE?**

SCAN THE QR CODE OR VISIT: [CHANNELMKT.COM/REPCARE](https://channelmkt.com/repcare)

**OR CONTACT CMG AT 919.488.8635 FOR MORE INFORMATION**