

## Customer Satisfaction Portal



For Two Men and A Truck, ICS simplified their customer survey process, increased response rates, reduced postage and print costs, enhanced their customer service and improved communications with franchisees and customers.



How is your customer satisfaction ranking – *right now?*

Is it even possible to know up-to-the-minute feedback and satisfaction scores?

Is it possible for the same tool to provide a two-way dialogue – garnering customer feedback while promoting incentives, alerts and more?

**Yes, with ICS's Customer Satisfaction Portal, it's all possible. Now you can...**

- **Improve customer communication and relationships**
- **Employ a simple online tool and process for measuring customer satisfaction**
- **Incorporate other functions, such as surveys, customer alerts, incentives, feedback and analytics**
- **Reduce costs** in postage and printing through integrated direct mail and email communications

Visit our Web site to see how we've strengthened relationships between our clients and their customers.

Connect with us:



# ICS Marketing Technologies

## Custom Web Portal Systems at Off-the-shelf Pricing

**Data-driven, Web-based platforms dramatically impact your marketing results.** ICS Marketing Technologies gives you secure, Web-based portal solutions built for your common, marketing needs.

### With ICS Marketing Technologies, you can...

- *Save time & money managing your marketing programs*
- *Focus on business growth, not marketing implementation*
- *Track programs in real-time – easily & securely from any place, at any time*
- *Be more effective in your CRM, prospecting and management activities*

We customize each Web interface for you, but re-use “back-end” technology. That’s how you get a custom solution at such a great price.



Learn how these Marketing Technologies can grow your business.  
Visit [www.icshq.com/marketingtechnologies](http://www.icshq.com/marketingtechnologies),  
call or email us.

For ICS Marketing Technologies case studies, visit [www.icshq.com/experience](http://www.icshq.com/experience)



### When You Need to...

- Find & Convert Your Best Sales Leads*
- Integrate Your Online & Offline Marketing*
- Enhance Customer Communication Relevancy*
- Reduce Marketing Costs & Management Time*
- Measure & Optimize Your Marketing Efforts & Prove Increased Sales*

### You Need...

**ICS Marketing Services**  
Your Integrated Marketing & Technology Experts