



Drive growth by quickly identifying and addressing those customer issues that have the biggest impact on revenue.

Kapiche analyzes 1,000s of customer feedback responses in seconds, giving analysts back the time to dig deeper into finding the actionable insights.



Increase Revenue

Understand the 'why' behind your customer feedback. Gain deep insight into you customer's experiences to increase loyalty and satisfaction.



Reduce Spend

Reduce spend by removing the cost of outsourcing or manual labour and allocate more time and resources to improving customer experience.



Inform Business Strategy

See the whole picture, enabling you to make customer-centric, strategic decisions to positively impact customer experience.



Measure Your Success

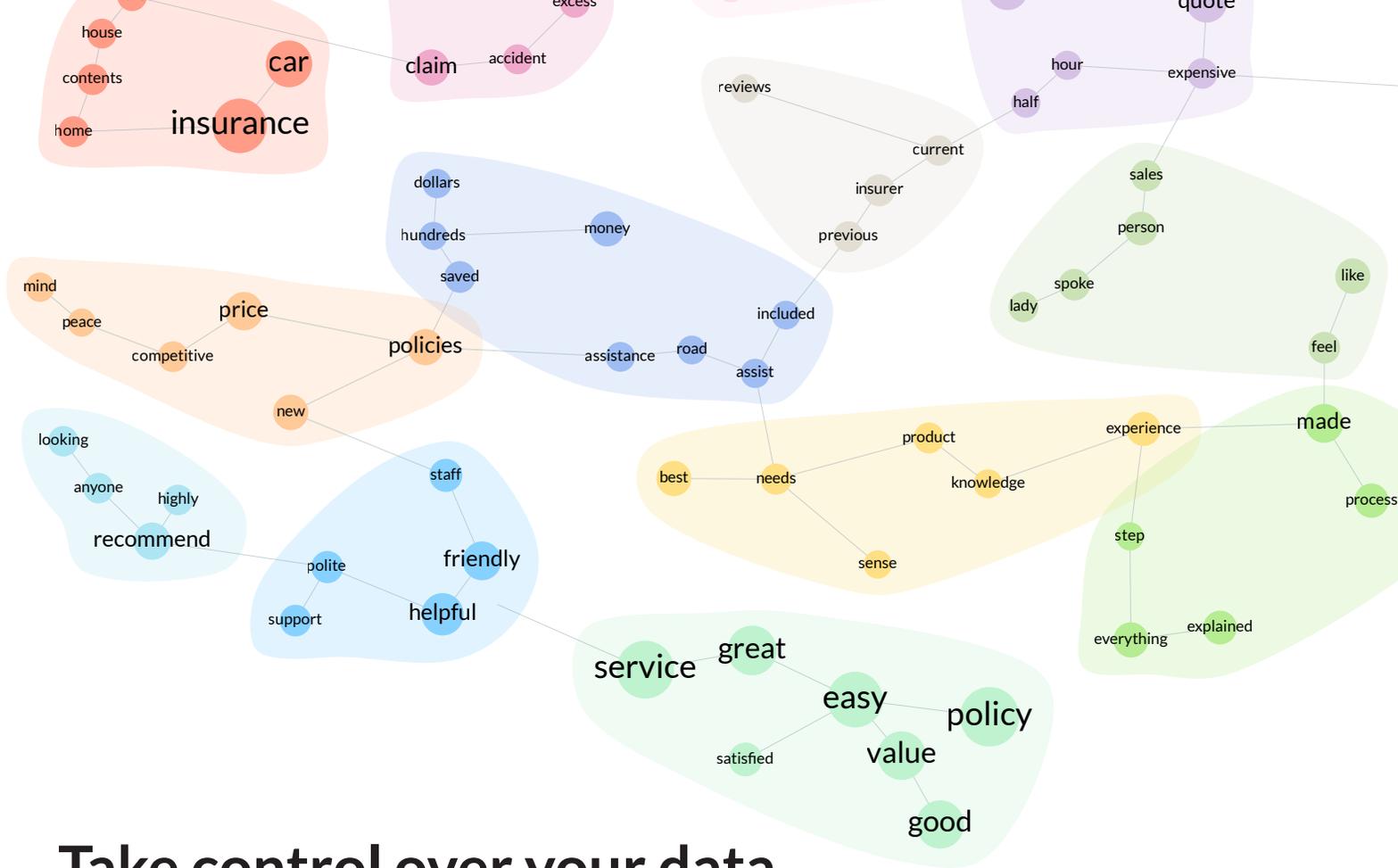
Track and measure the impact that your strategic business decisions have on your customer feedback over any given time period.

Microsoft
Partner

Harness the power of the Kapiche text analytics engine hosted on Microsoft's Azure. Connect to your existing customer data to truly understand what your customers think about your company, without compromising data security.

SEAMLESS DATA INTEGRATIONS





Take control over your data. Results in **seconds**, not days.

Kapiche allows analysts to conduct deep, multi-faceted data analysis for richer insights into how the customer is interacting with your brand, whilst significantly decreasing the time and cost to results.

Big picture: See exactly what customers are talking about with the Storyboard.

Deep dive: Customize your analysis using the powerful query tool - no matter how granular you need to go.

Tracking over time: Save and track the topics most important to your business.

Segments: View your entire dataset or drill down into specific segments for deeper insight.

Identify emotion: Understand your text data with sentiment analysis.

Before using Kapiche, our customer was manually tagging responses at \$1.50 to \$3.00 each. Switching to Kapiche reduced that cost to **\$0.10 each**.

Another Kapiche customer was able to increase their NPS by **12.5%** in just 3 months of using Kapiche.