

# Medallia

## Medallia Experience Cloud™



The Experience Management platform trusted by the world's leading brands

Medallia Experience Cloud™ is an enterprise-grade experience management platform that helps companies put customer and employee experiences at the center of their business. Medallia Experience Cloud powers exceptional experiences, driving massive financial impact with world-class journey analytics and tools that anticipate needs and predict behavior.

“Medallia is hardwired into our company, providing visibility into thousands of daily interactions.”

**Gil West, COO, Delta Airlines**

# Improve every experience you deliver

With the Medallia Experience Cloud, you gain the power to enhance every experience that defines your brand.



## Customer Experience (CX)

Drive loyalty at every point along the customer journey. Interpret signals, predict behavior and create experiences that keep customers wanting more.



## Business Experience (BX)

Build trusted relationships with every account stakeholder. Understand performance across all touchpoints and uncover ways to create life-long partners.



## Employee Experience (EX)

Create a culture of empowerment, innovation and creativity. Listen, act and improve employee productivity and satisfaction - and your bottom line.



## Product Experience (PX)

Develop products that customers love. Understand usage, collect in-product feedback, and test concepts to build products that meet - and exceed - customer needs.

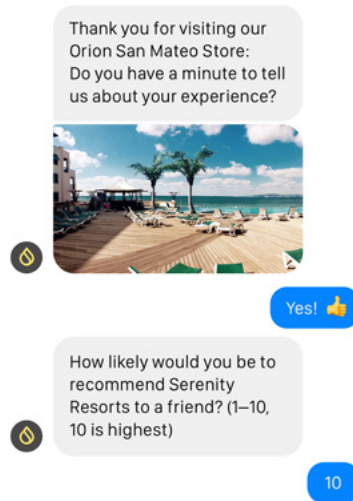
Trusted by the world's leading brands



# The Medallia Difference

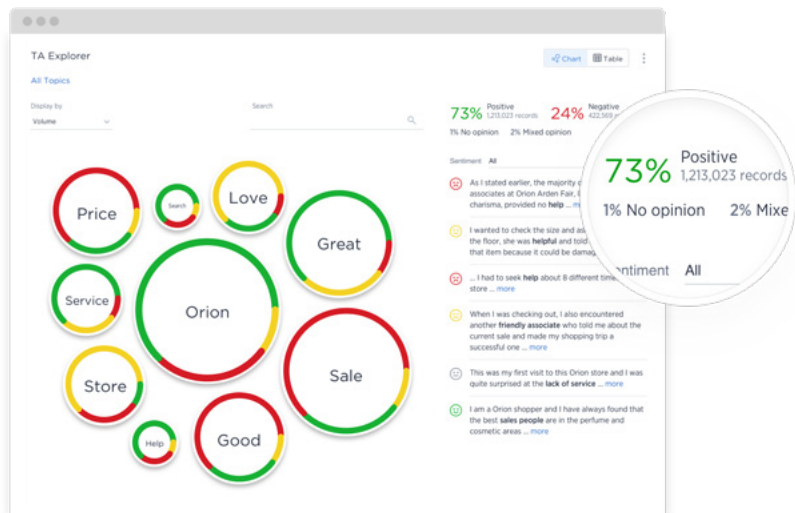
## Understand Every Journey

Capture signals from experience and operational data to understand every experience along every customer and employee journey.



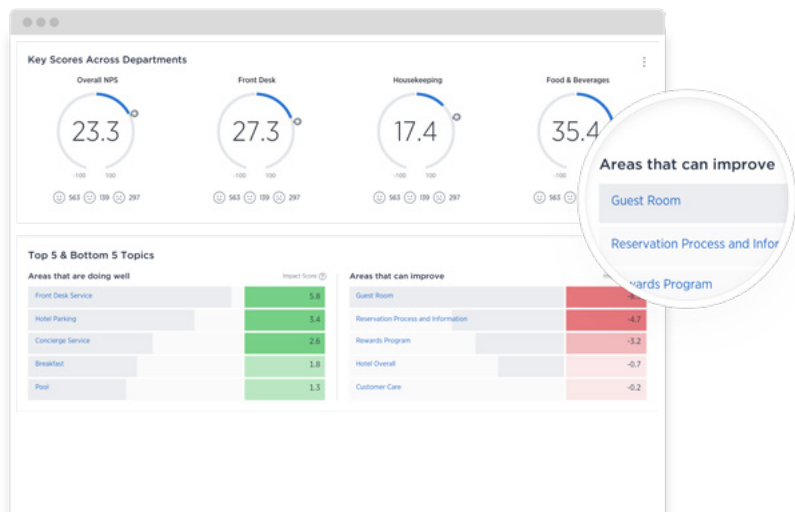
## Anticipate Needs & Predict Behavior

Leverage AI and machine learning to detect patterns and identify the risks and opportunities to optimize experiences.



## Improve Outcomes

Make changes that matter by driving targeted actions to improve experiences before, during, or after they occur.



# Here's what others have to say

“Medallia clients rave about the way the vendor enables a culture of CX, democratizing insights by bringing the voice of the customer to the frontlines and incorporating the voice of the employee.”

**Forrester Research,**

The Forrester Wave™: Customer Feedback Management Platforms, Q4 2018

“For us it is really an operational platform to empower our store managers and store associates to get back to our customers and drive customers satisfaction.”

**Nicola Branolese, President Global Retail, Luxottica**

“Medallia has opened up a world of real time and continuous customer feedback.”

**Isabelle Connor, CMO, Generali Insurance**

## About Medallia

Medallia, the leader in Experience Management cloud technology, ranked #15 in the most recent Forbes Cloud 100 list. Medallia's vision is simple: to create a world where companies are loved by customers and employees alike. Hundreds of the world's largest companies and organizations trust Medallia's cloud platform to help them capture customer and employee feedback everywhere they are, understand it in real-time, and deliver insights and action everywhere—from the C-suite to the frontline—to improve business performance. Medallia has offices worldwide, including Silicon Valley, New York, Washington DC, Austin, London, Buenos Aires, Paris, Sydney, and Tel Aviv. Learn more at [www.medallia.com](http://www.medallia.com).

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