

# nCloud Integrators Announces Predictive AI Customer Health Score Analysis Tool

POWELL, OH, UNITED STATES, February 27, 2024 /EINPresswire.com/ -- nCloud Integrators, a leading customer success (CS) software implementation, strategy, expert services and administration firm, announced today a proprietary Predictive AI Customer Health Score Analysis Tool for Gainsight customers.



nCloud Integrators uses this tool to offer organizations with Gainsight a complimentary 2-Hour Predictive AI Customer Health Score Analysis that provides deep insights into current health scores and their ability to predict customer behaviors such as renewals, churn, and upsell opportunities accurately.

"With this groundbreaking tool, organizations can now uncover why customers leave. As we think about how much losing customers costs, this tool becomes essential. For instance, if losing one customer costs \$25,000 in ARR, losing just 20 customers in a year means \$500,000 in forfeited revenue. And, this calculation scarcely scratches the surface, failing to account for the enduring value these customers could have provided, or the expenses involved in acquiring replacements," states Brian Hodges, CEO and Co-Founder of nCloud Integrators.

nCloud Integrators Predictive AI Customer Health Score complimentary 2-Hour Analysis for Gainsight customers includes:

- \*In-depth Health Score Analysis: An examination of current metrics contributing to overall health scores to identify key indicators impacting growth and retention.
- \*Verification of Predictiveness with AI Analysis Tool: Overall health score is evaluated to determine its ability to predict actual customer outcomes such as renewals and churn. This analysis is pivotal in determining the effectiveness of an organization's health score in forecasting future customer behaviors.
- \*Snapshot of Health Score Predictiveness at Churn: A snapshot of customer data is taken at the point of churn to dive into the circumstances leading to this churn and how accurately current health scores predicted this event. This insight is valuable for refining predictive models and enhancing health score accuracy.

Based on the analysis, nCloud Integrators can offer personalized recommendations to optimize an organization's health scores for a more reliable predictor of customer success. Then, recommended health score improvements can be implemented and monitored to improve customer retention and satisfaction.

#### About nCloud Integrators

nCloud Integrators can help you define what customer success means for your business. Every year, nCloud's team of experts assists hundreds of customers in building or improving their customer journeys through executive-level strategic services and technical implementation expertise. For details on nCloud's services and decades of software industry services experience, visit [www.nCloudIntegrators.com](http://www.nCloudIntegrators.com).

Sharon Bok

nCloud Integrators

sharon.bok@ncloudintegrators.com

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