

Clientshare launches Connect to scale customer engagement & sentiment tracking for businesses

LONDON, UNITED KINGDOM, March 5, 2026 /EINPresswire.com/ -- Clientshare today announced the launch of [Clientshare Connect](#), a new product designed to help organisations stay engaged across a wider range of customer accounts, especially lower-touch relationships. Connect enables teams to send updates to hundreds or thousands of customer stakeholders, while gathering CSAT, NPS and written feedback to surface opportunities and risks across customer relationships.

Many organisations run structured review meetings with their largest customers but struggle to maintain the same cadence across every account. Over time, that can reduce visibility, making it harder to spot early warning signs or identify opportunities to improve the customer experience.

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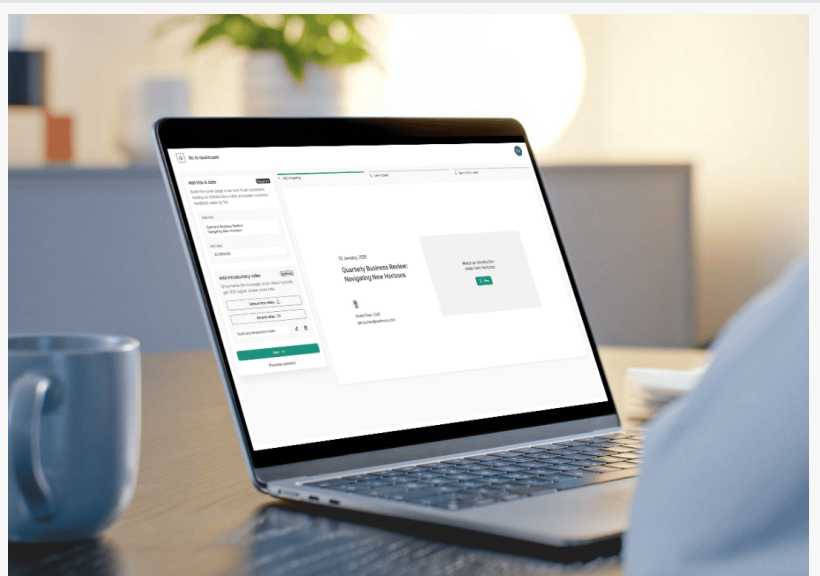
Connect makes it easier to keep more stakeholders informed, and to capture customer sentiment at scale”

James Ward, CEO

Clientshare Connect was built to close that gap, giving teams a lightweight way to keep stakeholders informed and capture customer sentiment without needing a formal review cycle for every account.

Connect is built around two core ideas: Share and Measure

SHARE: Teams can share updates, reviews and insights at scale, while keeping communications relevant to different stakeholder groups. Capabilities include executive-level updates, rich media uploads and automated alerts.



Clientshare Connect

MEASURE: Teams can capture and measure customer sentiment in one place, combining CSAT and NPS with qualitative feedback. Features include automated scoring, written feedback collection, follow-up requests and dashboards designed to help teams track sentiment and act on it.



Connect is quick and easy to use, with a guided flow that allows teams to create and send communications quickly, with minimal setup. It is suited to use cases including regular check-ins with lower-touch accounts, service improvements and innovation updates, post-implementation communications, pre-renewal temperature checks, and identifying issues before they escalate.

How does Connect complement [Clientshare Pulse](#)?

Clientshare Connect is designed to complement Clientshare Pulse, Clientshare's platform for managing next generation business reviews. Pulse enables teams to build reviews, share them with multiple stakeholders, measure feedback and follow up on actions, helping turn business review processes into a retention and growth engine.

Together, Pulse and Connect support high-touch, structured reviews where they matter most, while enabling consistent, scalable communication and feedback across the wider customer base.

"Many teams have great processes for their biggest accounts, but limited time to maintain the same rhythm across every relationship," said James Ward, CEO of Clientshare. "Connect makes it easier to keep more stakeholders informed, and to capture customer sentiment at scale, so organisations can spot risks earlier and act on opportunities faster."

To learn more about Clientshare Connect, visit www.myclientshare.com/connect or [request a demo](#).

About Clientshare

Used by more than 1-in-2 of the FTSE 100, Clientshare helps suppliers in Logistics, BPO, FM, Contract Catering and IT to improve retention and grow accounts through next generation business reviews. The platform gives businesses the tools to build high quality and consistent business reviews, deliver them to the right stakeholders, measure their effectiveness and NPS and act on customer feedback, within their AI-powered platform. Customers, including CEVA, Compass Group, SEKO, OCS, CBRE and ISS, use Clientshare to manage client reviews, uncover accounts at risk and identify growth opportunities.

James Ward

Clientshare

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