

How Gainsight Unified Siloed Information & Drove Support Efficiency with Glean



PROBLEM

An overflow of information made it **hard to find important details**



SOLUTION

Introduced Glean to **unify information across 16 different systems**



RESULTS

Enhanced productivity & reduced siloed information

The Challenge

After rapid growth, acquiring new business, and diving headfirst into a hybrid work environment, members of Gainsight's customer teams were left navigating several critical challenges:

- Information scattered across siloed systems
- Important insights buried within documents and internal message threads
- An inability to search and quickly find relevant resources related to tasks at hand

To enhance productivity and maintain a high caliber of support for their customers, **Gainsight needed to improve information access across the board.** Without a physical space to gather, they also desired a solution to expand collaboration, reduce day-to-day frustrations, and enhance their employees' remote work experience.

The Solution

Gainsight introduced Glean to give Support Teams the ability to search and uncover critical information. Whether they needed slides for important business reviews or technical documentation to aid in live support requests, Glean's real-time search surfaced crucial information in a matter of seconds and with ease, regardless of where it originated. **"[Glean] allowed me to move quicker throughout my day,"** Shared Nick Morris, Manager of Customer Success at Gainsight, **"which gave me more time to focus on additional value add activities, like developing my team."**

Ultimately, **Glean removed the barriers around information access for Gainsight Support teams, reduced time spent searching for answers, and enhanced their employee experience.** They could now quickly search across all of their SaaS solutions to uncover the information they needed to succeed.

About Gainsight

Gainsight's innovative platform helps companies of all sizes and industries drive durable growth. Its solutions are used by hundreds of companies, including nearly 200 publicly traded organizations. With Gainsight, it's never been easier to drive acquisition, increase product adoption, prevent churn, and grow with renewals and expansion. Learn how leading companies such as GE Digital, SAP Concur, and Box use Gainsight at www.gainsight.com.

"Our economic climate puts a lot of stress on people, and as a leader, I'm constantly looking for ways to improve the team's experience. Glean is a tool that impacts people positively and moves the needle right away."



Karl Mosgofian
CIO, Gainsight

About Glean

Glean searches across all your company's apps to help you find exactly what you need and discover the things you should know. With powerful unified search that understands who you are, what you're working on, and who you're working with, you can expect highly personalized results delivered instantly. New hire onboarding time decreases, employees find answers quicker, and everyone can build off existing knowledge.

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