



# FREE – Real-Time Insights into the Business Impact of COVID-19

## UPTICK.COM/COVID

In response to the ongoing COVID-19 pandemic Uptick has developed a free analytic tool that provides real time insights into how it is impacting your day to day business operations.

NAME ↑	LAST SENT	LAST RECEIVED	DELAYS	REDUCTIONS	DEPARTURES	RFI	EVENTS
Alpha Systems	03/21/2020	03/23/2020	42	44	43	85	43
Camri Solutions	03/19/2020	03/21/2020	54	56	51	47	90
Capri Software	03/22/2020	03/22/2020	70	47	86	71	51
Cinnamon Software	03/21/2020	03/22/2020	67	54	90	44	47
Deckow Inc	03/21/2020	03/19/2020	67	70	56	81	44
Eagle Software	03/18/2020	03/23/2020	43	57	90	83	44
Effertz Ltd	03/19/2020	03/18/2020	75	54	76	65	48



**Identify Customers at Risk** Uptick Communications Community edition analyzes email and meeting communications from customers and prospects, identifies those that are related to the current business uncertainty, and further categorizes them into topics such as deferred meetings, delayed decisions, delayed payments, reduced budgets, reduced subscription levels, requests for information, impacted events and more.



**Industry-Wide Insights** Uptick also provides a dashboard that gives anonymized visibility into the trends of COVID-19 related customer communications topics for every Uptick subscriber—giving you industry wide real time visibility.



**Real-Time Updates** Deploying our product takes minutes, and initial results are available the same day with real time updates after that.

The screenshot shows a search interface with filters for 'COVID-Events' and 'COVID-Delay'. It displays several email results from Mark Crawford, Frank McInyre, and Barry Levine. A detailed view of an email from Mark Crawford is shown on the right, with the subject 'Re: Contract Status' and a message body that reads: 'Hi Frank, Thanks for getting in touch and apologies for not getting back sooner. Due to the ongoing COVID-19 situation we are scrutinizing our spending carefully to ensure we are getting full value out of it. We are meeting next week to discuss next steps and will get back to you soon afterwards. Please send us an overview of your business continuity plan. Mark Crawford, Chief Technology Officer'.



**Upgrade at any Time** You can upgrade at any time to the full Uptick Customer Success product, to ensure every member of your staff is taking the critical actions needed to maximize your company's and customers' success under these difficult business conditions.

Uptick's full product includes everything customer success and account management teams need to onboard, engage, retain and grow customers.



**Security** Uptick runs in a secure cloud computing infrastructure and is ISO 27001 certified. Learn more at <https://www.uptick.com/security/>