

What an Engaged Onboarding Workforce Means for Your Bottom Line

88%

88% of customers say the experience a company provides is as important as its products or services.¹

Delivering a strong customer-centric experience starts with the onboarding journey. When customers are choosing a provider, it's no surprise that the quality of the onboarding experience plays a significant role in their decision.

63%

63% of customers consider the company's onboarding program when making a purchasing decision.²

Creating positive customer onboarding experiences is closely tied to a motivated team. The more engaged your onboarding team is, the better outcomes your business can achieve.

82%

A smooth onboarding process can enhance customer retention by 82%.³

Customers with strong satisfaction and goodwill tend to adopt more of a provider's solutions.

23%

Customers who have a great onboarding experience are 23% more likely to explore additional products.⁴

They're also more likely to share their positive experiences and drive referral business, creating a powerful growth loop.

50%

With a positive onboarding experience, customers are 50% more likely to suggest a brand to others.⁴

Engaging your onboarding team starts with empowering them to succeed, as their success directly drives revenue recognition and retention.



Setuply equips customers with the tools to streamline processes, optimize workloads, and deliver results that fuel business growth.

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