

# InMoment in the CX Marketplace

Making sense of the customer experience (CX) marketplace and its constant growth can be challenging—but we're here to help! This guide will help you better understand InMoment's unique stance in the vendor landscape.

## THE MARKETPLACE

The customer experience (CX) industry is growing rapidly by approximately 20 percent per year. This staggering growth rate has led to the rise of a host of companies serving the CX space, as well as analyst firms that cover the space. Organisations, vendors, and analysts must work hard to keep up with this ever-changing, evolving market. Organisations are demanding more and better connections to customers, which is driving the rapid adoption of new technologies and experience program practices.

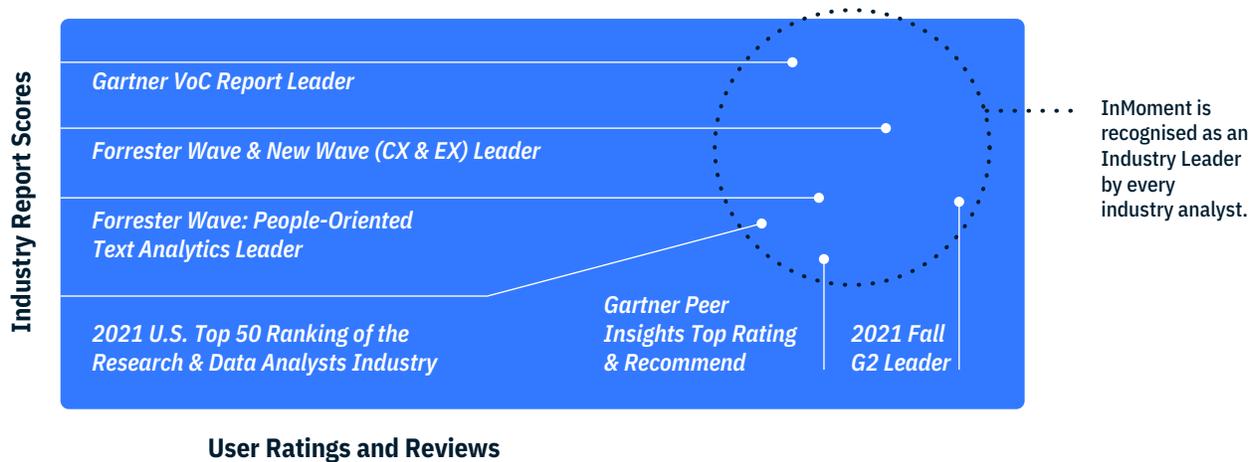
## DON'T GET PIGEONHOLED

Just as an experience program is much more than a single metric, the CX marketplace cannot be characterised by a single report or score. When considering a CX or EX vendor, program owners should look to those with a broad range of capabilities, third-party validation from services and technology, and a leader in the industry. At InMoment, we focus on actually improving experiences so our clients can prove the business value, impact, and ROI of their programs and achieve their desired outcomes.

# Major Industry Reports at a Glance

<p>FORRESTER®</p> <p>Forrester Names InMoment as a Leader</p> <p><b>CX WAVE</b> <b>EX WAVE</b></p>	 <p>2021 Top 50 Ranking of the Research &amp; Data Analysts</p>
<p>Gartner</p> <p>Gartner Positions InMoment as a Leader</p>	 <p>Fall 2021 Leader in Experience Management Software</p>
<p>FORRESTER®</p> <p>People-Oriented Text Analytics Leader</p>	<p>Gartner Peer Insights™</p> <p>4.9/5.0 Stars and 100% “Would Recommend” User Rating</p>

## Enterprise Composite Ranking



## TAKEAWAY

Today's brands need best-of-breed offerings in technology and research services. Only InMoment wins the Composite Ranking when it comes to experience program solutions.

*InMoment is named as a leading company in technology and services in Forrester CX and EX Waves, Gartner VoC Magic Quadrant, and the Insights and Analytics Top 50 reports. This validates our stance as a unique partner in the experience improvement landscape.*



## INMOMENT RECOGNISED FOR ARTIFICIAL INTELLIGENCE INNOVATION IN 2022 AI BREAKTHROUGH AWARDS FOR BEST AI-BASED SOLUTION FOR RETAIL

InMoment®, the leading provider of Experience Improvement (XI)™ solutions, announced that it has been selected as the winner of the “Best AI-based Solution for Retail” award in the 5th annual AI Breakthrough Awards programme conducted by AI Breakthrough, a leading market intelligence organisation that recognises the top companies, technologies, and products in the global Artificial Intelligence (AI) market.

## THE FORRESTER WAVE: PEOPLE-ORIENTED TEXT ANALYTICS PLATFORMS, Q2 2022

InMoment received the highest possible score and was named Leader in the Text Analytics Wave report. The Forrester Wave says, “InMoment XI is a solid choice for customers who want a platform with a well-balanced mix of knowledge and ML-based AI, the ability to deploy OOTB solutions quickly, and deep custom application development capabilities.” As mentioned in the report, “InMoment’s people-oriented text analytics capabilities...enable it to address all relevant use cases beyond just VOC or CX analytics.” InMoment is committed to helping brands with an integrated experience approach, to collect, listen to, and analyse feedback from every type of touchpoint and individual interaction throughout the customer journey. This is accomplished by focusing on omnichannel data integration, knowledge-based AI, document-level text analytics, natural language understanding, personalisation, and by developing products that help businesses identify and act on the highest impact experiences—which analytics-driven insight can help do—making people more productive, customers more loyal, and businesses more profitable.

***“InMoment XI is a solid choice for customers who want a platform with a well-balanced mix of knowledge and ML-based AI, the ability to deploy OOTB solutions quickly, and deep custom application development capabilities.”***

*Forrester Text Analytics Wave Report*



## FORRESTER CUSTOMER FEEDBACK MANAGEMENT PLATFORMS WAVE REPORT, 2021

InMoment received the highest possible score and was named Leader in the Wave report. The Forrester Wave says, “InMoment is a good fit for organisations looking for a ROI-focused technology and services partner.” As mentioned in the report, “reference customers say they selected InMoment for its technology capabilities and value citing the vendor’s pricing as reasonable and transparent. They also praise the vendor’s partnership and focus on delivering outcomes. References appreciate that not everything is “tool driven;” instead, the vendor provides strategic guidance, helping them innovate their approach to surveys or embrace new forms of feedback.

## FORRESTER NEW WAVE™: EX MANAGEMENT PLATFORMS FOR LARGE ENTERPRISES

### *InMoment: Named Leader in The Forrester New Wave™ EX Management Platforms For Large Enterprises*

InMoment received differentiated scores in the EX report. The report identified InMoment as having a good fit for the many scenarios where EX programs begin as outgrowths of CX programs, clever AI-driven analysis capabilities for shaping behaviour, strong trend analysis capabilities, useful recommendations, considerable flexibility to tailor surveys and the presentation of insights, good social listening integration, advanced data transformation and workflow capabilities, and CX heritage and EX solution maturity. InMoment makes it easy to identify and act on these links between CX and EX, while some of our competitors do not provide detailed analysis or make it simple to understand what actions to take. We use the same data science for both CX and EX, providing clients with a consistent user experience across both programs and the ability to seamlessly switch between the two.

***“The solution has much of what large enterprises are looking for – including advanced data transformation and workflow capabilities.”***

*Forrester EX Management Platforms for Large Enterprises Report*

#### TAKEAWAY

***InMoment was named a Leader in both the CFM Wave and EXM Wave. Only four vendors can say that.***

Forrester identified InMoment as having sophisticated automated analytics capabilities for making sense of the data, a good fit for the many scenarios where EX programs begin as outgrowths of CX programs.

# Getting Into the Details

Gartner

insights  
ASSOCIATION

CX AWARDS

## GARTNER MAGIC QUADRANT FOR VOICE OF THE CUSTOMER REPORT

2021 Magic Quadrant for Voice of the Customer says, "InMoment is a Leader in this Magic Quadrant. The company's Experience Improvement (XI) Platform combines a broad set of VoC technologies as part of an integrated offering that focuses on blending services and software to help fulfill its clients' evolving CX ambitions. The company has established operations around the world, with a notable presence in Asia Pacific." "InMoment is investing in intelligent self-service and workflow automation to help simplify the user experience (UX), while furthering its vision to support four tailored XI clouds for CX, employee experience (EX), product product experience (PX) and market experience (MX)."

Source: Gartner Magic Quadrant for Voice of the Customer, 2021

***"InMoment has an impressive ability to deliver business value through its consulting-led methods and programs."***

*Gartner Magic Quadrant for Voice of the Customer*

**Technology + Expert Services =  
Stronger Experience Improvement Programs**

**Forrester CX and EX WAVE + Gartner VoC +  
Research and Data Analytics Industry Top 50  
= InMoment**

InMoment offers both technology and industry expert services. We are unique and better equipped to enable business impact and experience improvement ROI.

## INSIGHTS & ANALYTICS MARKET & TOP 50 REPORT

(FORMERLY HONOMICHI & AMA GOLD TOP 50)

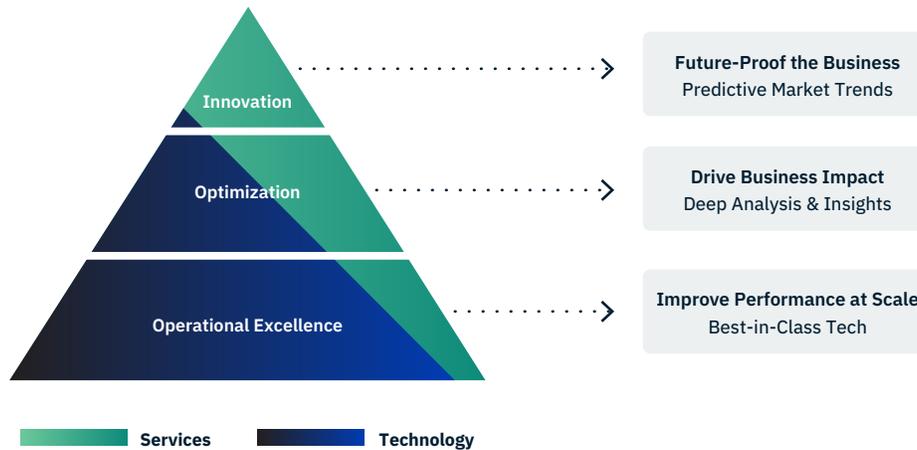
InMoment is one of the few CX vendors to place on this report and technology-first reports from Gartner and Forrester. Often cast aside by technology-only analyst reports is the massive market research and data analytics marketplace. The Insights and Analytics Report (formerly Honomichi) has long been the industry standard for annually documenting patterns in the global business of marketing research, and the major players driving its growth.

InMoment ranked in the top 50 of the Insights and Analytics Market Revenue Leaders, and in the top 20 of the historical Research and Data Analyst report. Our expertise globally helped propel our rankings—we have offices in the largest countries around the globe with expert staff who know CX and EX programs, language and cultural barriers, and who have designed and executed the world's largest programs.

## CX PARTNER OF THE YEAR

InMoment was named 2019 and 2021's "CX Partner of the Year" at one of the most prestigious industry advocates in Asia Pacific, the CX Awards. InMoment is the only vendor to make the shortlist every year, and combined with clients wins, have taken home more trophies (43%) than every other vendor combined. These are the ultimate accolade in CX to benchmark, recognise and celebrate CX excellence and innovation in the Asia-Pacific region. InMoment is the only company to be named a finalist for the CX Partner of the Year three years in a row.

## The Market Demands a Unique Approach



### A BROADER VIEW AND UNIQUE APPROACH

When evaluating the CX marketplace, practitioners should consider a vendor that understands how to future-proof the business, drive business impact, and improve operational performance. **Most vendors only focus on technology or services—InMoment excels by having a unique approach.**

### MOVING BEYOND MEASUREMENT TO IMPROVEMENT

Customer experience has largely stagnated in a measurement, management environment. The days of simply tracking NPS are in the past; today's brands need to be able to understand how to improve different types of experiences, not simply measure and manage them. Metrics are often seen as critical to understanding the success of a brand's experience. The problem is that beyond providing a basic set of measuring devices, they don't provide much—if any—actionable intelligence. They can only tell you where you are and where you've been, not necessarily how or why you got there, or where to go next. Without the support of meaningful analysis, metrics are just

a measuring stick. This is why we've moved to an Experience Improvement (XI) approach to customer experience.

### RAPID GROWTH VALIDATES OUR APPROACH

InMoment has experienced massive growth in the past few years. In fact, our software revenue grew by an industry-leading percentage, and we achieved a greater than 107 percent client retention rate. That's because real-world businesses running programs to improve experiences selected InMoment after careful consideration, analysis, and review.

As mentioned earlier in this paper, the CX marketplace is in fluctuation and analysts, experts, and businesses struggle to widen their view quickly enough to encompass the future direction and movement of the marketplace. InMoment is the only vendor to be ranked in both technology and expert services reports. This combined with our rapid customer growth and retention validates our unique position in the CX landscape as the only company ready to drive modern, high-value Experience Improvement (XI) programs.

## INMOMENT HELPS BRANDS REALISE ROI

...And we do so in a variety of ways from built-in models that show ROI and impact on metrics, predictive analytics that highlight revenue at risk, case management that helps in real-time customer rescue, as well as linkage analysis and advanced analytics that outline strategic intelligence and connections between customer experience and other data to understand the impact of customer and employee experience on business performance.

## IF YOU DON'T KNOW US, ALLOW US TO INTRODUCE OURSELVES

Improving experiences is why InMoment exists. Our mission is to help our clients improve experiences at the intersection of value—where customer, employee, and business needs come together. At the heart of what we do is connect our clients with what matters most through a unique combination of

data, technology, and human expertise. With our hyper-modern technology platform, decades of domain authority, and global teams of experts, we uniquely deliver a focus on Experience Improvement (XI) to help our clients own the moments that matter.

Our Experience Improvement (not management) approach provides context to feedback at the intersection of value—identifying what's important to customers, employees, and the business. Our expertise enables brands to align their CX and EX programs with business goals, prioritise actions, determine and monitor impact of change, address issues, and celebrate successes—all leading to true Experience Improvement.

### LEARN MORE AT

- Australia.....[inmoment.com/en-au/](https://inmoment.com/en-au/)
- New Zealand.....[inmoment.com/en-nz/](https://inmoment.com/en-nz/)
- Singapore.....[inmoment.com/en-sg/](https://inmoment.com/en-sg/)

1500+

EMPLOYEES WORLDWIDE



THERE ARE

3000+

BRANDS

SUPPORTED ACROSS

95

COUNTRIES

107%

CLIENT RETENTION

SCALABLE

1.9 MILLION

ACTIVE USERS

>12 BILLION

EXPERIENCES UNDER MANAGEMENT



100%

OF OUR CUSTOMERS WOULD RECOMMEND

RECOGNIZED LEADER



FORRESTER  
CFM & EX WAVES



Gartner  
VOICE OF THE CUSTOMER



insights  
ASSOCIATION  
RESEARCH AND DATA ANALYTICS



CX AWARDS  
CX PARTNER OF THE YEAR

### INDUSTRY DOMINANCE



90%

OF THE WORLD'S LEADING  
AUTOMOTIVE



8/10

OF THE LEADING BANKS



40%

OF THE LEADING  
HOSPITALITY COMPANIES



4/5

OF THE TOP INSURERS

### OFFICES IN



AUSTRALIA



SINGAPORE



NEW ZEALAND



CHINA



UNITED STATES



UNITED KINGDOM