

The Business Impact of Legendary Customer Experience

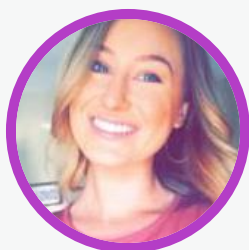


Meet...



Pioneer Cold is in the business of shipping and logistics but considers itself a customer-first service company. When it comes to cold logistics, they are the customer service leader, providing warehousing, transportation, inventory management and above all, service.

...and their **Living CX Legend**



Julia Signor

Executive Assistant to
the President

Pioneer Cold

"(I'm) doing my absolute best to achieve customer satisfaction success. Customers like when things are made simple. It's a reassuring feeling for them and their product. So we strive to make their time here simple yet efficient."

Why and How Julia Signor Helps Turn Pioneer Cold Customer Feedback Into Business Impact:

When it comes to cold logistics, they are the customer service leader, providing warehousing, transportation, inventory management and above all, service. Pioneer Cold strives for a happy customer. They strive to meet all of their customer needs.

Customer Hack

“I would say our president,” Julia said. “He goes out of his way to visit our customers and have face-to-face conversations and lunches with him. He also strives to make himself more educated about our business every day.”

Customer WOW Moment?

Their favorite customer wow moment is when they receive ratings of 10 on their NPS surveys. “It’s such an awesome feeling knowing we are doing a great job.”

And AskNicely?

“It actually plays a huge role,” Julia said. “It helps us notice what we can improve on. We strive to be flexible and understanding when it comes to our customer needs.”

