

Case Study



**National Heart
Lung and Blood** Institute



National Heart Lung and Blood Institute

National Institutes of Health

Treating Customer Service as Well as the Heart

The National Heart, Lung, and Blood Institute (NHLBI) provides global leadership for a research, training, and education program to promote the prevention and treatment of heart, lung, and blood diseases and enhance the health of all individuals so that they can live longer and more fulfilling lives. And because NHLBI communicates their various initiatives and research findings to patients, families, health care professionals, scientists, media outlets, and more, they wanted to improve their customer service and business processes to ensure excellence in all of their pursuits.

NHLBI wanted to ensure that their staff as well as their respondents would be able to easily interface with the survey platform, so they partnered with Survey Analytics to ensure that the surveys would be easily accessible by everyone.

Depending on the size of the survey pool, NHLBI could count on anywhere from 5-100 respondents that generated robust and impactful results that would affect future NHLBI business processes. The responses also allowed NHLBI to make improvements upon their customer service practices, which is at an absolute premium in the field of healthcare and medical research.

The NHLBI and Survey Analytics partnership is an ongoing relationship that will hopefully lead to better business processes, new discoveries, and meaningful findings.

Enterprise Research Platform

Why more organizations choose SurveyAnalytics.com

Superior Technology

The system has been designed from the ground up to accommodate the needs of anyone conducting online research. Our simple interface, cutting edge features, and competitive price have landed us in the top tier of web-based survey software providers. We truly believe that you will not find a better value on the web today.

Reliability and Commitment

Our absolute commitment is to the success of our clients. We recognize what our clients need to make their online research a success and we're 100% focused on creating solutions that meet and exceed these requirements.

Proven Track Record

Thousands of clients worldwide have chosen our system to conduct their online research. Companies, both large and small have chosen us as their trusted partner for conducting online research.

Security

Our system adheres to the highest level of security standards on the internet. Data security and privacy are addressed at all levels starting with survey delivery all the way through protecting your survey results.

Support

Our customers have access to an expert team of developers who are responsible for ensuring 100% client success.



SURVEY ANALYTICS

SurveyAnalytics.com
3518 Fremont Ave N #598
Seattle, WA, 98109
USA

Global / Americas
Seattle, US
+1 (800) 326-5570

Europe / Middle East
London, UK
+44 (20) 7871-4079

Asia Pacific / Australia
Auckland, NZ
+64 (9) 950-3305