

# IMPROVE CUSTOMER RETENTION IN B2B DOMAIN WITH THESE STRATEGIES

In the world of B2B businesses, customer retention is a crucial factor that can make or break a company's success.

65% of a company's business comes from existing customers.

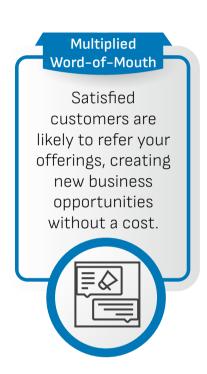
(Zippia.com)

Repeat customers have been measured to spend an average of 67% more than new customers. (Thinkimpact.com)

Only a 5% increase in customer retention can increase company revenue by 25-95%. (HubSpot)

## Importance of Customer Retention







## Strategies for Keeping Your Clients Happy

Personalize the Customer Experience
Build strong relationships & enhance customer loyalty by –

Knowing your clients

Understanding their needs

Tailoring your offerings to meet their requirements

### Provide Excellent Customer Service

Develop trust & increase customer satisfaction by –

Responding promptly to customer inquiries

Resolving issues quickly

Going the extra mile to exceed expectations

### Stay in Touch with Your Customers

Keep prospects & customers informed about new products/services or industry trends through –

Personalized emails

**Newsletters** 

Social media

Want to know more about how to devise an effective marketing strategy?

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