

# Voice of the Customer

## Included's Core Value: Customer Obsession

At Included, we partner with our customers to learn their biggest challenges and drive product innovation to support more diverse, equitable, and inclusive workplaces. Here's what people love about Included:



**Sean Celli**  
VP of Talent Acquisition at Amperity  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: Organic

★★★★★ Dec 19, 2022

### "Insights to Action"

#### What do you like best?

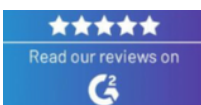
Included is connected to our people systems, and therefore we work from the included platform to start, rather than reviewing to check what we have done. This has changed outcomes and behaviors.

#### What do you dislike?

There is so much data, which is a good thing, but requires that we are intentional with how we are using the platform and what for.

#### What problems is the product solving and how is that benefiting you?

We want insight into our talent pools, to understand what is working and not, as we look to build more equitable talent pools and drive better outcomes. This benefits us as we are now consistent in how we work, and we can confidently state that we have done the right things before taking action.



## Our customers lead with a people-first culture, automatically.



"Included shows us the most important data & how to use it, which has been really great! We're seeing an ROI and will continue challenging ourselves."

Meredith Buzin, Talent Acquisition Partner **BARK-BOX**

