Single-Clinic Revenue Up 50% Year over Year: YXT SaleSmart Works with Snail Victory to Build Replicable Growth Capabilities

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Recently, Snail Victory, a membership-based dental clinic focused on family oral health management, introduced SaleSmart, a solution from YXT.com Group Holding Limited (NASDAQ: YXT), to systematically upgrade its customer engagement and management processes. In the second month after SaleSmart went live, single-clinic revenue increased by 50% year over year.

In the healthcare services industry, growth is becoming increasingly difficult to drive through traffic and pricing alone. For chain dental clinics, long-term operating efficiency depends not only on professional service capabilities, but also on whether best practices in customer engagement can be captured and replicated across more clinics and employees.

Snail Victory has served more than 5,000 family users. As its business continued to grow, the company found that doctors' professional expertise does not automatically translate into service value that customers can clearly perceive. Differences among doctors in identifying customer needs, communicating treatment plans and managing customer relationships can also directly affect clinic performance.

From Individual Experience to Standardized Processes

Dental services are highly professional. Doctors need to understand customer needs, communicate treatment plans and build trust within a limited consultation window.

In the past, these capabilities often depended heavily on individual experience. Experienced doctors knew how to identify what customers truly cared about, explain professional treatment plans and establish trust, but such experience was difficult to fully pass on to other employees.

Snail Victory worked with the YXT SaleSmart team to map the complete customer journey from initial contact to long-term referral. The process was broken down into seven key stages: phone consultation, first clinic visit, needs discovery, treatment plan communication, service delivery, feedback optimization and referral.

The value of this step is not to add more procedures, but to turn the "instincts" embedded in individual experience into standards that the organization can understand and execute.

Bringing AI into Business Processes to Make Experience Replicable

Once standards are established, the key question becomes how to put them into practice. SaleSmart uses AI to connect information recording, process analysis and capability training throughout the customer engagement process.

During consultations, AI helps organize customer information and reduce administrative record-keeping. In the needs discovery stage, the system analyzes customer concerns around treatment duration, comfort, cost and other factors, providing useful references for subsequent plan communication.

More importantly, the scripts, communication strategies and service experience developed by experienced doctors over time can be turned into knowledge assets that teams can learn from and train with.

As a result, the company is moving beyond the traditional "master-apprentice" model of experience transfer toward a more systematic capability replication mechanism. Employees can train around real business scenarios, managers can identify problems through process data, and best practices can be further summarized and promoted.

In this context, AI is not merely an efficiency tool. It becomes a new infrastructure connecting business processes, employee capabilities and organizational experience.

From Single-Clinic Growth to Organizational Growth

Business results have provided an important validation of this practice. According to Shi Liang, head of Snail Victory, in an industry sharing session, single-clinic revenue increased by 50% year over year in the second month after SaleSmart went live.

For the company, however, the more important question is not short-term growth at one clinic, but whether the method behind that growth can be replicated. Snail Victory is further integrating SaleSmart into daily management and operating strategies, using unified standards, AI-assisted analysis and continuous training reviews to capture the experience of mature clinics and replicate it across more locations.

From this perspective, the 50% single-clinic revenue growth is a milestone result. The longer-term value lies in transforming individual capabilities into organizational capabilities and building a sustainable, replicable growth mechanism.

From Employee Support to Business Enablement

As AI enters enterprise operating scenarios, its value is moving from individual efficiency improvement toward organizational productivity enhancement. YXT continues to advance its “intelligent productivity” strategy by connecting enterprise experience, role-based capabilities and business processes through intelligent knowledge systems and AI capabilities.

SaleSmart is one example of this strategy in sales and customer engagement scenarios. By using AI to record and understand business processes, identify operating issues, support capability training, and capture and reuse best practices, it helps sales organizations move from reliance on individual capabilities toward a more systematic, data-driven and intelligent model.

For chain service enterprises, future competition will not only be about who has more outstanding employees, but also about who can turn the experience of those employees into organizational capabilities more quickly.

This is a key step in AI’s evolution from an efficiency tool to intelligent productivity.

About YXT.com

YXT.com (NASDAQ: YXT) is a technology company focusing on enterprise productivity solutions. With a mission to "Empower people and organization development through technology," the Company strives to become the supreme provider in building and boosting enterprise productivity by combining over a decade of experience in tech-enabled talent learning and development and with AI-augmented task copilots and unleashing the power of knowledge and synergy. Since its inception, YXT.com has supported and received recognition from numerous Global and China Fortune 500 companies.