



XPeSAT

XPedient Customer Satisfaction

THE CHALLENGE:

To achieve a strategic vision dynamically aligned with the customer:

- Transforming the business into a customer-centric organization, striving for excellence in customer experience, and driving repeat and referral business growth
- Gaining access at structured, actionable customer satisfaction and NPS data, allowing the prioritization and tracking of all process improvement initiatives
- Deploying strategies based on customer feedback, while synergizing efficiency and profitability
- Measuring the undisputable growth effect catalyzed by increased levels of customer satisfaction



THE SOLUTION: Introducing XPeSat

- ✓ A set of methodologies that captures and uses all feedback, regardless of touch-point, delivering the building blocks for customer-centric strategy design
- ✓ Transforms the *Voice of Customer* into actionable data, leading to process redesign & re-engineering
- ✓ Innovative, comprehensive approach to all aspects of customer experience design and improvement
- ✓ Enhances the entire customer experience, from intention to purchase to product end of life

THE BENEFITS of XPeSat:

- ✓ ROI-based approach take the guesswork and cost concerns out of customer-centric strategy design
- ✓ Tools for on-going strategy design: customer-centric process improvement never ends
- ✓ *Voice of Customer* and NPS data is captured and interpreted consistently, regardless of business area
- ✓ Promoter and Deterrent / Detractor study tools that enable customer-centric decision making
- ✓ Cross-functional strategic alignment - a path to unprecedented customer experience. Links seamlessly with existing operational processes, XPeGoals, XPePerform, and XPeTrack

Operational excellence within your reach...
Let's talk!



www.XPeZY.com

XPeGOALS XPePERFORM XPeSAT XPeRANK XPeTRACK