

REALMOVE PERFORMANCE ANALYTICS

How to it works:

Using a cloud based app employee takes a 5 minute test every two weeks.

The tests are fully customizable in house to reflect what has changed within the business since the last testing period or the questions can be taken from the proven bank of questions or devised to specifically to meet internal company requirement.

The scores are ranked, benchmarked and used across the entire organization.

We do analysis and reporting for you

Systematic analysis delivers performance-leading business intelligence on **who-what-where** needs support.

Together with Realmove Performance Analytics, our customers demonstrate their commitment to the delivery of **high quality, compliance and consistent consumer service** by improving performance, cost, revenue and quality KPIs.

Our customers enjoy **measurable improvements** in less than 90 days.

“Simplicity and user friendliness define Realmove Performance Analytics”

Simone Ziobakaite, Change Analyst, FEXCO



“Performance Analytics comparative reporting provides me at a glance performance trends”

Ivan Cleere, Service Manager, Conduit

“ISO Accreditation is critical to our success, and Realmove Performance Analytics ensures an improved score every year.”

Karl Elliston, IT Service Delivery Manager, Fexco



Learn more how Realmove Performance Analytics can drive change in your business by visiting:
www.realmove.ie

Or call Lorraine Canty on +353 (0) 872 779 887



Boosting delivery of high quality, compliance and consumer service



Results in less than 90 days



Realmove **Performance Analytics** is **proven** to increase:

- Customer Engagement
- Compliance Adherence
- Net Promoter Score
- Quality Metrics
- Accreditation Scores

Realmove **Performance Analytics** decreases

- Customer Complaints
- Staff On-boarding Costs
- Staff Churn Rate

Realmove **Performance Analytics** does the **non-subjective**

- Measurement
- Analysis
- Reporting for you



Improve your Customer Experience with Realmove Performance Analytics

TAKE ALL THE SUBJECTIVITY OUT OF RUNNING YOUR BUSINESS

Improving **Customer Experience** is becoming more and more difficult with an increasing number of channels and touch points. Quality is critical and customers expect it. Realmove **Performance Analytics** gives you the assurance quality can be delivered across your entire organisation.

For both key business areas (**Compliance, Quality, Audits & Accreditation**) and soft skills (**Employee Engagement, Branding, and Culture**) performance analytics can **prove** the quality of your service and the impact this has on Customer Experience.

Performance Analytics through unique and complex algorithms empowers you to compare all business functions and truly understand the quality and value each one adds.

It can identify where improvements are needed and demonstrate the value of making changes.

For less than 5 minutes of staff time every two weeks, this easy to implement cloud based solution puts you firmly in control.

"I was initially sceptical, I never believed Realmove Performance Analytics could do so much for our business. I am now converted and use it for both customer facing and support functions."

*We need a few **key indicators** to drive our business. Realmove Performance Analytics **Dashboard** delivers this. What Salesforce did for our sales meetings **Performance Analytics** is doing for our Executive meetings.*

Maria Tobin, Director FEXCO



What Fexco MBSO CEO Denis Creighton has to say about Realmove Performance Analytics.

*"In my role as CEO of Fexco MBSO I continually need to be able to prove to our Customers, Staff, and Auditors we are the best at what we do. Before Realmove Performance Analytics we could say it, but we couldn't prove it. Now we can **prove** it."*

In 2014, our CCA audit score went from Top 10% of Call Centre's to Top 1%. That proves we are delivering. Performance Analytics is enabling this in our award winning business. Our NPS score increased by 7% and we have decreased our new hire on-boarding and transition time by 50%.

It is hard to believe a tool which costs less than a €1 per employee per week is changing the way we view our operation, from Executives, to Team Leads, to Customer Service Representatives.

We have been using Realmove Performance Analytics for over 3 years and now fully grasp the potential it has for all areas of our business both customer facing and internal. "

Denis Creighton, CEO MBSO FEXCO



Business Case

BUSINESS CHALLENGE

Fexco Managed Business Service and Outsourcing (MBSO) sell their business on a fantastic Customer Experience and needed to prove to their customers they were delivering.

SOLUTION

Realmove Performance Analytics provided a cloud based solution to drive our quality and customer experience metrics. Now customers have proof we deliver at all levels, from a change in a campaign element to improved NPS scores.

RESULTS AT A GLANCE

- **Winner of a Global Contact Centre Award for first time in 2015.**
- **Moved CCA audit score from Top 10% of Call Centre's to Top 1%.**
- **35% increase in Compliance and Knowledge levels across the business.**
- **7% increase in NPS scores.**
- **50% less time need for new hire on-boarding and transition**

Non-subjective measurement, analysis and reporting

Boosting delivery of high quality, compliance and consumer service