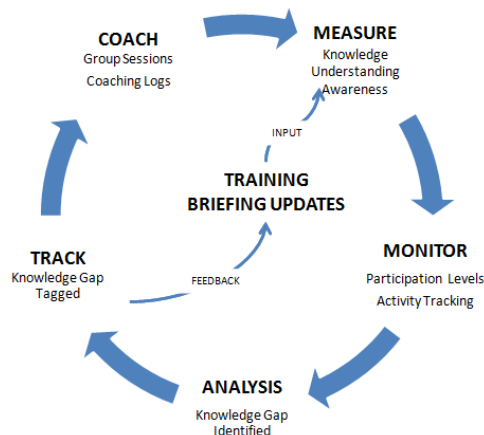


Your business reputation depends on your employees' knowledge

Knowledge Gap Analysis

Using our cloud based solution employees take a 5 min test every 2 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 meet identified knowledge gaps.

Measurement & Tracking Loop



Real-time identification

WHO: Individual, Team, Product, Division

WHAT: Comprehension, Communication, Consistency

WHERE: Product, Process, Policy, Procedure, Practice

Outcome

- **Knowledge levels increase** by 35% with a 3% decrease in customer complaints
- **Improved customer satisfaction** with a 7% increased Net Promoter Score

At a glance performance trends

Realmove Performance Analytics through unique and complex algorithms empowers executives and managers to compare all business functions and truly compare the quality and value each one adds. It can identify where improvements are needed and demonstrate the value of making changes.

Know the facts

- **Transparency of standards** and tangible proof of knowledge across all levels
- **Benchmarked levels** of comprehension and engagement across teams and products
- **Non-subjective metrics ranking** performers across total measurement audience
- **Comparative ranking** of key performance indices across locations, products, teams and staff
- **Tangible metric for Performance Index** to calculate employee value contribution

Performance Analytics comparative reporting provides me at a glance performance trends

Ivan Cleer, Service Manager, Conduit

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