

Employee Experience Monitoring Suite

Understand the employee experience to connect and strengthen your customer-centric business model.



Employees are an organization's most valuable resource. The people who create, support, and deliver services and products serve as the medium through which customers experience the culture of any organization. The strongest companies have learned to connect their culture and employee initiatives to CX programs, creating a more complete program with greater impact and lasting success.

While most traditional Voice of the Employee programs focus on learning about key engagement concepts, including commitment to the organization's success; performance climate, leadership, work environment, and communication, most fail to follow the event-driven experiences which shape engagement drivers.

The MaritzCX Employee Experience Monitoring Suite increases profitability and return on investment by measuring actionable drivers across the employee life cycle and directly linking the employee experience to the customer experience through formal employee engagement research. Each Employee Experience Monitoring assessment is designed to diagnose areas of organizational focus on the events that trigger memorable and impactful employee experiences.

The Employee Experience Monitoring Suite from MaritzCX will help your organization:

- Easily measure employee engagement with pre-built survey templates:
 - Engagement Potential Index Survey
 - Fast Track Employee Engagement Survey
 - Employee Experience Monitoring Surveys (Selection Process, Onboarding Experience, Acclimation, Exit, etc.)
- Benchmark your organization within its industry
- Drive engaged employees to Glassdoor for improved public perception
- Proactively identify employee suggestions
- Enhance the overall ROI of your customer experience program leveraging employee insight
- Directly connect employee feedback to customer feedback within the MaritzCX platform
- Leverage the MaritzCX partnership with CultureNext for world-class employee services

“Those who have both (engaged employees and customers) command a 23% premium in share of wallet, profitability, revenue, and relationship growth.”

– Manage Your Human Sigma, Harvard Business Review

GIVE YOUR EMPLOYEES A VOICE AND FAST TRACK YOUR EMPLOYEE ENGAGEMENT TODAY

A successful Voice of the Employee effort begins by asking the right questions. We have developed a comprehensive measurement framework of pre-built questions that include traditional employee measures and customer-focused measures to better understand what employees know about the customer experience. MaritzCX's suite of surveys focuses on engagement drivers and provides insights on interactions covering the entire employee lifecycle from recruiting and hiring through exit surveys and beyond. This data is then pulled into the MaritzCX platform for organizations to view rich data connections between CX programs and employee programs.

While all organizations want to capture input unique to their business, our pre-built framework will ensure the right employee insights are being collected and analyzed quickly. When companies improve the employee experience, they improve the customer experience.



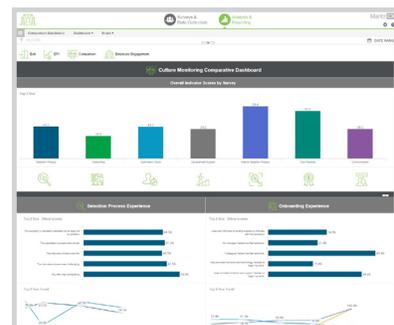
ATTRACT THE BEST EMPLOYEES AND DRIVE POSITIVE SENTIMENT ON SOCIAL MEDIA

Maintaining a strong online presence carries significant benefit to HR leaders and organizations in their effort to compete for top talent. The Employee Engagement Fast Track surveys include an automatic trigger to Glassdoor, dynamically linking highly engaged employees to influential review sites, offering them the opportunity to publicly share positive engagement feedback.



ANALYZE EMPLOYEE FEEDBACK AND ENGAGEMENT USING SIMPLE DASHBOARDS

The Employee Experience Monitoring Suite links directly to MaritzCX's powerful dashboards reporting tool, so you can dive into your results and act on employee feedback alongside other customer insights. The dashboard reporting includes; graphical data displays, exportable data tables, goals and trends over time, categorized open-ended comments, linkage to Glassdoor and other review websites, and shareable PDF exports.



DRIVE YOUR EMPLOYEE EXPERIENCE PROGRAM WITH THE POWER OF MARITZCX PARTNERSHIPS



by Maritz MOTIVATION SOLUTIONS

MaritzCX is a world leader in customer and employee engagement with 1.6 million users and clients in over 100 countries. We also work with Maritz Motivation Solution's CultureNext, which helps motivate employees to deliver outstanding customer experiences – reinforcing the relationship between employee and customer engagement. We offer access to our software and benchmarking to help HR and CX professionals get employee engagement insights faster and tie those insights to customer experience data.

To demo a product or to contact MaritzCX call

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MaritzCX believes organizations should be able to see, sense and act on the experiences and desires of every customer, at every touch point, as it happens. We help organizations increase customer retention, conversion and lifetime value by ingraining customer experience intelligence and action systems into the DNA of business operations. **For more information, visit www.maritzcx.com.**