

# Experience Management



# Our offering

We offer 3 packages to suit your needs, ensuring a tech-agnostic approach:



## Experience Strategy

Assessment of your experience management competency maturity and readiness for change.

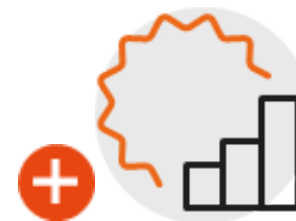
Existing 5 Voices data review (customer, employee, process, operations, market).

User research and hierarchy of needs definition.

### Outcome

Experience vision, strategic roadmap and business case

c.10 weeks



## Experience Measurement

Prioritisation of journeys and touchpoints for measurement.

Measurement metrics selection and target setting.

Measurement dashboards and tracking approach.

### Outcome

Experience Measurement Framework

c.10 weeks



## Experience Delivery

Solution design principles, delivery approach and governance.

Experience-led org structure and hiring practices.

Initiative prioritisation models, technology assessment and selection.

### Outcome

Experience design and delivery framework

c.10+ weeks



For more details, contact...

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