

# Accelerating the Success of Your Customer Experience Strategy

On every step of your customer experience journey, Strativity Group is here to accelerate your success. From voice of the customer through experience diagnostics, from experience measurements to employee, education, our programs can support, enhance and improve your results.

Our services and programs are designed around your needs – whether you are just getting started or have made advanced strides in customer experience.

Strativity Group is a global research and consulting firm specializing in experience design and deployment. Throughout our years in business working with leading organizations worldwide, we have accumulated an extensive database of best in class practices and ideas. This extensive knowledge is integrated and incorporated in programs we develop for each organization. Working together, we will ensure that you avoid the typical pitfalls, while benefitting from the success of some of our award winning programs.



Let us share some of the experience we gained through the design and deployment of many customer experience programs with you. At Strativity Group we are ready to help you build a complete customer experience program or assist you during any stage of your initiative.

*Let your experience begin!*

Contact us at +1 201 843 1315 or [info@Strativity.com](mailto:info@Strativity.com)



## The Top 10 Questions Facing Every Customer Experience Executive

- 1 How do we create a **DIFFERENTIATING** experience?
- 2 How do we focus on the **RIGHT** customers?
- 3 How do we deliver **CUSTOMIZED** experiences to different customers?
- 4 How do we allow customers to have **CHOICES** in all their interactions?
- 5 How do we **MEASURE** experience effectiveness at every touch point?
- 6 How do we **ENGAGE** employees to seek to exceed customer expectations?
- 7 How do we adapt our **PROCESSES** to support our customer experience goals?
- 8 How do we **STRATEGICALLY** manage customer experience?
- 9 How do we build an **ORGANIZATIONAL** commitment to our customers?
- 10 How do we get **ALL** our touch points to work together?

### About Strativity Group, Inc.

Strativity Group, Inc. is a global customer experience research and consulting firm specializing in design, innovation and deployment of differentiating, profitable customer experiences. Utilizing a multidisciplinary methodology which includes diagnostics, consulting innovation, organizational readiness, employee education and communication we ensure successful execution and realization of the financial benefits. Our focus is very simple: successful execution of your customer experience strategy. These effective strategies typically deliver fast, measurable return on investment within 6-9 months.



Strativity Group, Inc. works with both Global 2000 companies as well as emerging businesses around the world. Our clients include Nokia, Computer Associates, SAP, American Management Association, Seagate Technology, Honeywell, Siemens, Dimension Data, FedEx, CATIC, Circle K, University of Pennsylvania, The Fund, Capital One, Jacada, Wyeth, Sage, Herbalife, Akibia, National, Lockheed Martin, Crown Plaza Hotels & Resorts and Nordea.

