

The Experience Assessment Center

Are You Getting the Most Out of Your Partners and Workforce Experiences?



Why Is This So Important?

We help companies and their providers learn more about the health of their **relationships** and **workforce experiences** with data and benchmarking. We deliver customized assessments with recommendations for growth and contract renewals.

If relationships fray, a competitive rebid can cost millions. A recent ISG study shows **61% of client/provider relationships are at risk**. Assessments demonstrate you value the relationship and seek the best outcomes.

Partnership Experience Assessments

Change can be costly for enterprises to implement. Research also shows providers should strive to keep relationships they have. The average competitive loss was more than twice the value of the average newly competed deal. **These assessments help address the main reasons for losses:**

- The providers' inability to demonstrate capabilities
- Perception of a poor relationship
- Perception of poor delivery

Workforce Experience Assessments

These reviews help leaders set priorities for their business roadmap, allocating resources, retaining talent and boosting productivity.

Improve the Workforce Experience



Move toward a happier staff and more positive customer experience

Understand Where You Are on the Digital Journey



Address connectivity and collaboration for the Workplace of the Future

Compare to Best Practices



Use objective data to understand what “good” looks like in your organization and industry

Products for Enterprises & Providers

- **Partnership Experience Assessment:** Deepen understanding of your company’s strategic relationships and get recommendations for optimization.
- **Shared Services Experience Assessment:** Help IT and other internal, shared services enable the business units they serve and develop strategic partnerships.
- **Workforce Experience Assessment:** Evaluate your workforce satisfaction with services, tools and experiences to increase talent retention and productivity.
- **Cherished Accounts Program:** Ensure your top clients are satisfied with services and intend to maintain or grow the relationships.

For more information, visit: isg-one.com/experience or contact:

Stephanie Marcon Director, Experience Assessment Center
Stephanie.Marcon@isg-one.com +1 415.928.9979

Chase Hawkins Director, Sales and Partnerships
Chase.Hawkins@isg-one.com +1 770.653.6323

Randy Geoghagan Partner, Enterprise
Randy.Geoghagan@isg-one.com +1 404.840.1102

