

Assessing and Consulting Services

Our methodology enables us to either coach and advice you, do it for you, or best of all - do it together.



Bright Horse
improving employee experience



Experience Level Agreement (XLA) Consulting

Whether your service is out-sourced, in-sourced or co-sourced, most organisations measure the success of the service through a number (sometimes pages and pages) of SLAs and KPIs. The XLA consultancy provided by us can help you implement Experience Level Agreements into your work module to significantly enhance your customer and employee experience.

This is vital as employee experience is quite rightly on the top of a CIO objective list and lots of organisations (both internal and external) are asking themselves:

- Are my SLAs/KPIs relevant?
- What is an XLA/ELA?
- How do I begin to build an XLA/ELA?
- What do I need to do and where do I start?

Experience Management Office (XMO) Consulting



1. **Are you looking to start your XLA/ELA journey but not sure about the structure to do so?**
2. **Do you need to understand the roles and resolutions in measuring user experience?**
3. **Do you have XLAs/ELAs in place and are looking to make sure that true employee experience is continually improved?**

If the answer to any of the of these questions is yes then our Experience Management Office (XMO) consultancy can help you put in places the right structure, the right processes, the right roles and responsibilities to ensure that employee experience is continually measured and improved.



Sentiment Survey Consulting

Our user sentiment survey consultancy advises and guides customers in planning, building and executing their user sentiment survey. If you do not have any survey methodology but would like to understand user experience, or you have a form of user/customer satisfaction survey but have a low response rate, then our User Sentiment Survey consultancy can help.

We have deep experience in designing and delivering customer satisfaction/user sentiment surveys that are aimed at gathering user experience data. We assist customers with both the Art and Science of Surveys, including:



- How many questions should you ask?
- How should you score the answers?
- How should you phrase questions to solicit a higher response rate?
- When should surveys be sent out?
- How often should they be sent out?
- What is the right coverage for a statistically valid survey?
- What response rate is statistically relevant?



Assessment Services

For each of our assessment services, we use a combination of questioning techniques and observations to accurately measure against an independent scoring mechanism such as the Capability Maturity Model.

Sentiment Survey Assessment

- Do you need to start gathering user sentiment/experience but don't know where to start?
- Are you doing "satisfaction" surveys but have low responses?
- Do you want to gain accurate insights into how your employees feel about your services?

Our Sentiment Survey Assessment and advisory report help organisations answer these questions and put a detailed plan in place to start or improve how you can gather regular and accurate user sentiment.

Experience Assessment

If you are just starting out on your experience journey or you have been trying to understand user experience for a while but want to improve, then our 3-dimensional Experience Assessment Service will help you understand:

- Capability – have you the structure, processes, technology and operations to support an employee experience directive.
- Readiness – how ready are you to answer and resolve employee experience issues (people, desire and culture).
- Sentiment – how can you gather sentiment information across the organisation? Where is the information? How can you gather it? How valid is the information gathered?

Contact us and accelerate your organisation to new heights!

An organisation's employees are their biggest assets. That is why understanding and supporting their online experience is key to ensuring that employees have as few interruptions to their productivity as possible and stay with their organisation.



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"People may not remember exactly what you did, or what you said, but they will always remember how you made them feel."