



Our clients

























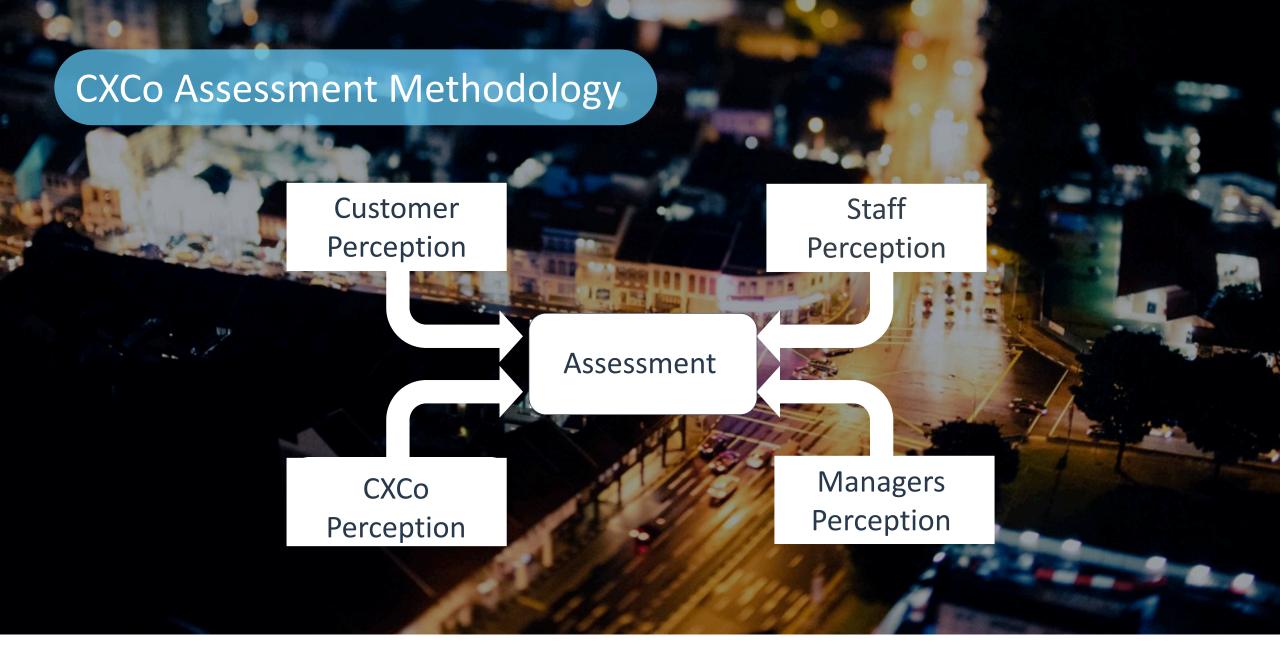


CXCo Assessment

- Alongside legal and financial due diligence the CXCo Assessment provides a representative view of the customer experience from customers and staff perceptions
- It measures the customer and staff view of the company comprehensively and provides a
 detailed report about how the company is perceived by these two groups
- Based on the Investor in Customers assessment model and supplemented by questions pertinent to commercial due diligence
- Assess the impact of COVID-19 on the companies you already have in your acquisition pipeline
- Build better post acquisition integration plans based on the insight from the assessment









16 metrics, four key themes measured

	derstand stomer Needs	Meet Customer Needs	Delight Customers	Create Loyalty
	ow your stomers	Product/ service quality	Treating customers fairly	Repeat purchases
Un	derstand Needs	Match to customer needs	Right first time	Willing to recommend
Ant	ticipate Needs	Customer feedback	Customer always right	Quality relationships
Cor	mmunication	Easy to do business with	Post-sales service	Customer experience

Metric score gap analysis



instant visible ratings of the customer health across
16 metrics.
We also supply comprehensive feedback to support this



