

Experience scorecarding:

# Visualize and evaluate customer and employee experience data



Even organizations with strong data collection processes can be left with large amounts of unstructured and unanalyzed data, creating a missed opportunity when it comes to understanding and improving the patient experience.

In order to create actionable insights and make informed decisions, companies need to find ways to visualize and structure their data.

## How we deliver

**Customized scorecards:** Create visualization systems that are customized to specific divisions or teams, allowing for robust performance evaluation



**Identification of data gaps:** Encourage better understanding of where there are gaps in metrics, informing future data collection

## Our advantage



Experience creating executive, journey-based scorecards detailing the customized experience



Synthesized visualization of important key performance indicators (KPIs) for executives

## Potential outcomes

Easily pinpoint focus areas

Improve prioritization processes, leading with insights

Instill customer centric data driven decision-making

