

Solution:

Performance Improvement Results

Bank

Case Study

Customer
Experience

13%↑

Improvement
in NPS after 12
months

Employee
Engagement

44%↑

Increase from 44%
to 88% in 24
months

Sales
& Service

30%↑

Uplift in both activity
and outcomes over a
6 month-period

\$650+

billion in assets

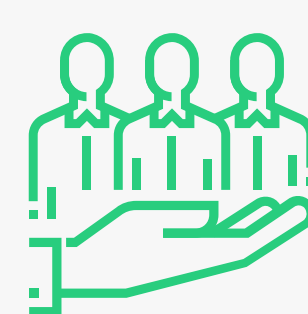
30,000+

employees



Increase in NPS is attributed to observations and coaching focused on needs discovery.

Improved customer interactions led to an increase in needs met per banker.



Increase in employee engagement resulted in 5 percent reduction in employee turnover.

Visibility into behaviors in customer interactions led to improvement of skills and accountability.



Improved performance is attributed to improved quality and effectiveness of coaching.

Over a 6-month period, sales, onboarding and cross-sell activities and outcomes had an uplift of 30 percent.

“ SeeEverything's solutions are embedded into the way we operate. Our bankers highly value the solutions because they provide valuable insights into bankers' behaviors and activities. ”

- COO, Consumer Banking