

Solution:

## Business Performance Improvement Results

Customer Engagement

10%↑

10% increase in NPS

Sales & Service

19%↑

19% increase in new checking accounts

Employee Turnover

25%↓

Over 25 % reduction in employee turnover

## Credit Union

Case Study

\$890+ million in assets

90,000+ members



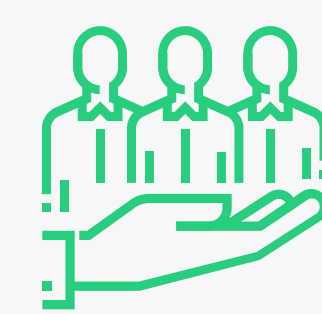
Increase in NPS credited to better coaching throughout branch operations.

Averaging 89 coaching sessions a week across 100 front line staff.



Growth in new accounts attributed to better coaching and accountability as a result of SeeEverything usage.

Reported increase in cross selling to customer needs through better conversations.



100% adoption in the retail branch network.

Regional and branch managers report higher levels of staff engagement across the board.

“ The results from the retail branch network were so good that the CEO has mandated all departments coming onto the SeeEverything platform. ”

- Senior Vice President Operations