



GLOBAL FINANCIAL SERVICES CLIENT

CUSTOMER RELATIONSHIP MANAGEMENT CENTRES

THE CHALLENGE

Development of a Global Customer Services Strategy

Change & enhance structure

Integration of a new CRM system

Relocation of five teams from London & the Regions to Docklands

MANAGERS

Did not feel equipped to deal with the scale of the challenge

Many new to the team & unclear of role requirements

STAFF

Not motivated to relocate

Ineffective communication between groups, with a lack of ownership

Anxious about the cost of change & effectiveness of leadership
Anxiety over leadership

CUSTOMERS

Unhappy with Helpdesk Support

Low Customer Satisfaction Ratings

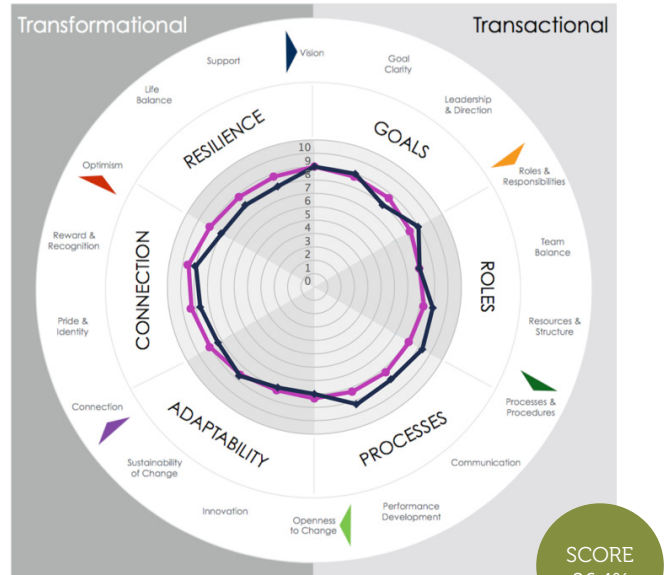
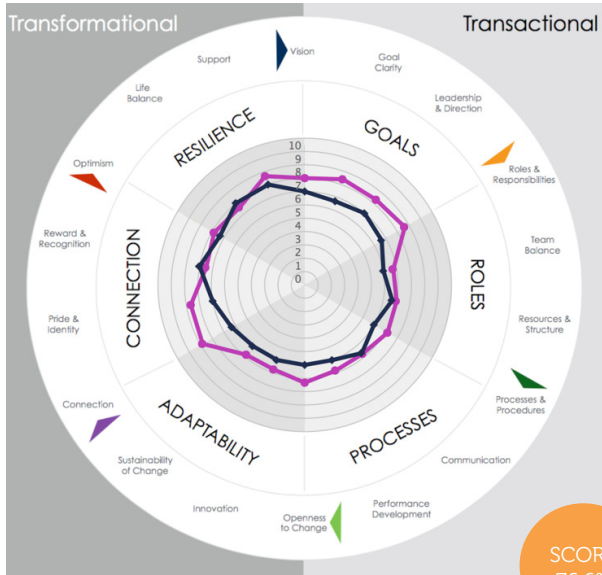
OUR INVOLVEMENT

Our Partner, Performance First Limited, worked with the client over three years. Initially in London & then globally across 14 countries.

PCS was used on all teams to identify problem areas, develop understanding of how to rectify them & provide senior management with early warning of issues



CLIMATE IMPROVEMENT RESULTS



Alongside a leadership & team development programme, the images highlight the change in climate for one team as well as improved alignment in leader & team perception

— TEAM
— LEADER

RETURN ON INVESTMENT

CONSISTENT IMPROVEMENT OVER THREE YEAR LONGITUDINAL STUDY

- Large improvement in management skills
- Staff turnover: **49% to <5%** (saving £1m)
- Sickness / absenteeism: **12% to 2%** (saving £700k)
- **28%** improvement in organisation climate (56% to 72%)
- Similar improvement in customer satisfaction
- PCS adopted as standard survey across the business globally. Deployed in 300 teams and 14 countries.



UNLOCK YOUR TEAM'S POTENTIAL

Discover how the Performance Climate System can help your business and book a demo, contact us:

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www.performanceclimatesystem.com