



Head office: London, UK

“Originally the thought of outsourcing scared the hell out of me. As a business owner I am used to control and always having my finger on the pulse of my employees and contractors. When it comes to development, there are loads of commentators that talk a good game, but this team made it happen. It was easy to communicate and as you go through the first few weeks everything starts to come together delivering outstanding results. The new app is so much faster and easier to work with; we just do what the customers need with no development time. Thanks, guys!”

- Richard Pickering, Managing Director

“George is great. I had the privilege to work with him on various inter Company projects. George adds a level of skill and expertise to any project that is truly dynamic. He knows how to review problems and resolve issues into manageable work tasks. This talent has allowed him to improve and implement many of the We Love Surveys processes as well manage the daily operations. I consider it an honor to have worked with him for the last 2 years.”



Carmel Lee, PM, PRINCE II, ITLL

Carmel was a client

Profile

More than just a survey provider, specialists in 'point of experience' feedback, We Love Surveys focus on the moments of truth in any experience that prompt a feeling. We capture those feelings as they happen for the benefit of your business and your future customers, colleagues and patients. We provide you with tools, experience and support making sure that any feedback you collect allows you to take action positively.

From our innovative everyday employee engagement solutions to our focussed customer experience surveys, we are here to be your business partner and to help you achieve your goals whatever they may be.

Challenges

The company was using an old system to collect feedback from customers and basic reports were sent by email. A technology change was imminent and the opportunity to expand the data collection form a single channel to many appeared. With every new customer, the old system required considerable manual work to setup the new project. Most of the customers required solutions tailored to their needs, that would integrate with the company internal systems and that would be able to mix the data providing relevant, easy to ready reports or internal alerts. They wanted to add their own ideas and to extend the functionality in order to gather information that would help them to overcome competition. The company is working with global customers such as:



AIRFRANCE



apcc
group support



care
UK



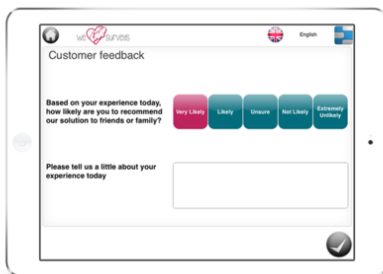
SCREWFIX



1ST CENTRAL
Business simply drives

Solution

A new innovative system that was taking advantage of the new technologies was developed over the period of three years. The new system was able to collect data using a wide range of channels such as: Tablets, Phones, Computers, Kiosks. The new system was easy to use, the employees were able to setup customized solutions for the clients and integrate them with other systems. In almost all cases, there was no development required and the training for a new employee to use the new system was much shorter than before.



The data was now easy to be analyzed and securely integrated with other customer reporting tools.

The customers were able to request custom features and create more value from the products.

The company developed adjacent products delivering a wide range of options to customers.



Project Size

Team: 7-8 team members

Budget: less than 0.5 million Euro/Year