

## Service Strategy

# Ensure high-quality interactions between customers and your organization

It's complex to orchestrate a great experience across every interaction a person may have with your organization — but with a service strategy, it can be done! Together, we shine a light on the experience that people have on your website, over the phone, in email, and in person. Then, we craft a service strategy that ensures those interactions are connected and consistent.

#### THIS SERVICE HELPS TO ...

Understand what experience a person needs to have with your organization

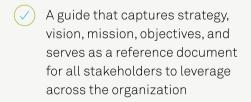
Uncover where the experience affects the perception of your brand, products and services

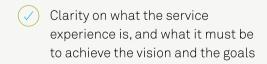
Learn how to ensure a consistent, high-value service experience

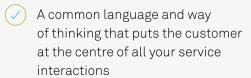


## WHAT YOU GET

You benefit from our deep experience in service strategy. We hit the ground running with proven processes and tools. You get:











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## HOW WE DO IT

- Starting with interviews and workshops, we collaborate with your key stakeholders to capture strategic objectives, vision, and mission for the service experience you want to achieve.
- aligns the brand and organizational goals to a connected, consistent service experience for your customers.

The service strategy that we develop

We audit all customer and service experience points to assess current perceptions and problem areas – and may also conduct a competitive audit of the same.







## **About Akendi**

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multidisciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

### **Our Services**

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

## **Call For Consultation**

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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