

☰ Client Story



⊕%) (žøj Y hYUWXYfg Zcfa YX hY 6Uhc b F ci [Y hYUWXYfg : YXYfU 7fYX]hi b]cb k]h ~ % + "\$ hYm\UX
g hcfYX]b U g\cYVcl ""? bck b hXUmUg BY][\Vc fg : YXYfU 7fYX]hi b]cbž hY]bgh]h h]cb]g hY ~Uf [Ygh
WYX]hi b]cb]b hY 6Uhc b F ci [Yž@5 UfYUž k]h ~ %V]]cb]b UggYhg i bXYf a UbU [Ya Ybh hY cf [Ub]hUh]cb
gYfj Yg a cfY h\Ub +) ž\$\$\$ a Ya VYfg Zfca %\$ V fUbWXYg UbX U YbX]b [WU W b hY fž Ug k Y ~ Ug cZYf]b [
a Ya VYfg VUb_]b [UWWgg Zfca Ubnk \YfY i g]b [X] []hU hcc g"

Challenge

BY][\Vc fg k UbhYX h c Vcbgc]XUhY hY bi a VYf cZdfcXi Wg UbX j YbXc fg hUh]hYf]YX cb h c gYfj Y]hg a Ya VYfg " H YUXYfg
k UbhYX h] [hYf]bhY [fUh]cbg VYh k YYb ZYk Yf dfcXi Wg h c a U_Y VcbhUW hW b hYf cdYfUh]cbg a cfY YZøVY bhUbX YUg]Yf h c
a UbU [Yž k]h ci hVca dfca]g]b [cb gYW f]mcf Vca d]UbW"

Solution

BY][\Vc fg gY V W h X VcbhUW hW b hYf Ug U gYfj]W f 7 UUG E W d U V]]hYg UbX \ n v f] X Vca a i b]W h]cbg gc i h]cbg]b @]b_@j Y
Zfca :]gYfj h c gi ddcfh]hg VcbhUW hW b hYf UbX a Ya VYf]bhYfUW h]cbg" @]b_@j Y X][]hU W g hca Yf gYfj]W f 7 G E]bhY [fUhYg
k]h BY][\Vc fg fVc fY VUb_]b [d UhZcfa UbX i gYg Ufh]øW]U]bhY] [YbW f 5 ± h c YbU V Y gYW fYž W cgg]W UbbY Vcbj YfgUh]cbg"
Bck žBY][\Vc fg i gYg cbY d UhZcfa h c hY hž W U hž W ž Ya U] UbX j]XYc VcbZYfYbW k]h a Ya VYfg"

Proof Points

- BY][\Vc fg U [Ybhg WUb i gY cbY d UhZcfa h c WU ž W U hž hY hž gYW fY mYa U]ž UbX j]XYc VcbZYfYbW a Ya VYfg UbX
gWYXi Y a Ya VYf Uddc]bha Ybhg
- hY 7 7 UUG gc i h]cb]b @]b_@j Y a UX Y d \ng]WU d \cbYg bYUfmcVgc YhY /UVci h, \$i cZBY][\Vc fg fXYg d \cbYg k YfY
Y]a]bU hY X Vm @]b_@j Y
- BY][\Vc fg Ya d cnY Yg WUb k cf _ UbX gYfj Y a Ya VYfg Zfca Ubn c W h]cb h Uh \ Ug gYW fY]bhY fbY hU W W ggž]b W X]b [Zfca
hY]f a cV]Y d \cbYg
- 5 = W d U V]]hYg \UbX Y UVci h' \$i cZfci h]bY]bei]fYgž gc cb m]bhYfUW h]cbg h UhifYei]fY \i a Ub gi ddcfhUfY fci hYX h c
U [Ybhgž \Y d]b [BY][\Vc fg cdYfUhY Uh d YU _ YZøVY bW hUbX a U]bhU]b \ [\ gYfj]W Y j Y g k]h ci hUXX]b [g hUZZ

GhYj Y'GWXYI bUnXYf'ghUfHYX'k cf_]b['UhBY][\Vcfg'
: YXYfU'7fYX]hi b]cb'UVci h(\$'mYUfg'U[cžøfghUg'U'HY''Yf'
UbX'h'Yb'Ug'U'cUb'cZøWf'5fci bX'% , , ž'hY'WfYX]hi b]cb'
ghUfHYX']hg'øfgh, Vč'a di hYf'cdYfU]cbg'XYdUfra Ybž.:UbX'
GWXYI bUnXYf'k Ug'hUddYX'hc''YUX'h'Y' [fci d"

HcXUnž'GWXYI bUnXYf']g'7-€ 'cZ'h'Y''Uf[Ygh'WfYX]hi b]cb']b'
h'Y'6Urcb'Fci [Yž@5'UfYU''5bX'h'Y'WfYX]hi b]cb]g'X][]hU'
ghfUHY[m\Ug'YI dUbXYX'hc']bVh XY'&(#+ a Ya VYf'UWfYggž'
X][]hU'dUma Ybžž'a cV]Y'VUb_]b[ž'cb']bY''YbX]b['UbX'
ZfU' X'dfch'W]cbž'Ua cb['ch'Yf'X][]hU'WdUV']h]Yg"

5g'X][]hU'VUb_]b['Yj c]j YXž'BY][\Vcfg'UWfY a i 'UHYX'U'
bi a VYf'cZdfcXi Wf'UbX'j YbXcf'fY'U]cbg\]dg'hc'\Y'd']h'
gYfj Y'a Ya VYfg''9j Ybhi U'nž'h'Y'a i 'h'd']Wf'hcZgc'i h]cbg'
VYWf'a Y'hc'c'a i Vh'hc'a UbU[Y"

, K Y'k YfY']b]hU'm'cc_]b['hc'UXX'Wf'U'WdUV']h]Yg'hc'ci f'
\ca Y'VUb_]b['dfcXi Wž'Vi h'k Y'X]Xb'f'k Ubh'hc'WfYUHY'
Ubch'Yf'fY'U]cbg\]d'k]h' Ubch'Yf'dfcXi Wf'UbX'Ubch'Yf'
j YbXcfž.:GWXYI bUnXYf'gU]X", K Y'XYWf'XYX'hc'gh'd'VUW'
UbX'gYY']Zk Y'Vč'i 'X'Vč'bgc']XUHY']bgh'UX"...

Mor4000litie

More Positive Member Interactions With Less Staff

BY][\Vcfcg\cc_g\Uhlmd]WU\WU\WVbhYf'a Yhf]Wj\rc [Ui [Y dYfZcfa UbWZgi WX Ug\WU'hja YgzUVUbXcba YbhZ gYfj]W"Yj Y'g\UbX'ofghWU'fYgc'i h]cbg" #iUgc'i gYg' a Ya VYf'gi fj Yng\UbX', a mghYfmg\cddYfg...hc Yj Ui UHY h\Y\WU\WVbhYf'

H\Y\WU\WVbhYf'ghUfhYX'hc'ja dfcj Y'cb Yj YfmdYfZcfa UbWU' a Yhf]WUZHf'ja d'Ya Ybh]b['@b_@j Y"GWX YI bUnXyf'gU]X' h\Y WYX]hi b]cb\UX↑ghYX'ZYg\UbX'a UXY'Vi g]bYgg' WUUb[Yg'h.Uh\UZZYWYX'Vch\h\Y'a Yhf]Wj\UbX'W'g'hc'a Yf' gUhgZUW]cb" '6i h]hk Ug'Ugc'WYUf'h.Uh@b_@j Y\Y dYX' h\Y VēbhUW\WVbhYf'cdYfUHY'a cfY'YZōVYbhm'

: cf'YI Ua d'YzBY][\Vcfcg\VēbhUW\WVbhYf'\Ug'Zyk Yf' Ya d'cmYg'h.Ub']hX]X'U'Zyk 'mYUfg'U[c'† Vi h]hg' VYYb\UV'Y'hc'a U]bhU]b\UbX'ja dfcj Y'gYfj]W"Yj Y'g' k]h"@b_@j Y"

H\Y WYX]hi b]cb'fYW'bhUXXYX'Ub'Ufh]øWU']bhY"[YbWU' f5 4-UhYf'hc '@b_@j Y'hc'\Y'd']h'fYgc'j Y'a cfY']bei]f]Yg' k]h'ci hUXX]b['ghUZZ' H\Y'5=dfcXi W'hWU'b'fYgc'j Y'a cgh' fci h]bY'fYei YghgZ\UbX']h]bhY"[Ybhimfci hYg'WU'g'h.Uh' UVgc'i hY'mbYXX'U'\i a Ub'U[Ybh'

5ZYf'UVci h\h'fY'k YY_gZGWX YI bUnXyf'gU]X'h\Y'5=hc' k Ug'UV'Y'hc'Ub'gk Yf" \$i 'cZa Ya VYfgf'WU'g"K]h'a cfY' h]a Y'UbX'gca Y'UX↑gha YbhgZ\Y'Ubh]WdUHYg]hk]"VY' UV'Y'hc' UXXfYgg'Ufci bX'* \$i 'cZWU'g"

K]h'k cf_Zc'fW' a UbU[Ya YbhXUg\VcUFXg'UbX']bg][\hg' Zfca '@b_@j Yz']hk]"VY'YUg]Yf'Zcf'BY][\Vcfcg'hc' WU'WU'UHY' h\Y'f][\hghUzōb["Yj Y'UbX'h\Y'f][\hg_]gYhg'hc' \]fY"

GWX YI bUnXyf'YI dYVWg'h\Y'WU\WVbhYf'g'YZōVYbW'hc']bWYUg'Ug'a cfY'a Ya VYfg'UXcdhX][]hU'hc'g" Hc' YbVēi fu[Y'bYk' VēbhUW'cdh]cbgZ\Y'gU]X'h\Y'WYX]hi b]cb']g'ZYU'h'f]b['a cV]Y'WUdUV']h]Yg']b']hg'a Uf_Yh]b["

Cj YfU'z'GWX YI bUnXyf'gU]X'VY]b['YZōVYb'ha U_Yg' BY][\Vcfcg'a cfY'Vē'a dYh]h] Y']b'h\Y'a Uf_Yh'

, K \Yb'k Y'cdYfUHY'a cfY'YZōVYb'hnz'k Y'WU'b'Vf]b['VYhYf' dfcXi W'gZ'gYfj]W'g'UbX'fUHYg'hc'ci f'a Ya VYfgZ..\Y'gU]X'

Plug and Play

BY][\Vcfcg\X]Xb'f'YI dYf]YbWU'UbmgYfj]W'Xfcdg'Xi f]b[' ja d'Ya YbhU]cb"GWX YI bUnXyf'gU]X']hk Ug',]_Y'VY]b[' cb'cbY'gmg'hYa 'cbY'XUhz'h\Yb'@b_@j Y'h\Y'bYI h' #ik Ug' fYU'mdfYhmgYUa a [" g\Vcccccf

7cbbYWhK]h' l g

: cf'a cfY]bZcfa Uh]cb
UVci h'8][]H'6Ub_]b[:
gc'i h]cbg'Zfca :]gYfj .

📞 , \$\$!, +&!+, , &

📧 [Yhgc'i h]cbg4 øgYfj "Vč'a .

📧]bZc""b_]j Y"U]#øgYfj S
dfYZffYX

:]gYfj]g'Xfj]b[]bbcj Uh]cb]b'DUma Ybngž
DfcWrgg]b[]GYfj]W'gžF]g_ / '7ca d']UbWVž
7i g'ca Yf/ '7\UbbY'A UbU[Ya Ybh'UbX'
-bg][\hg/ 'C dh]a]hUh]cb"C i f'gc'i h]cbg'
\Y'd'W]Ybng'XY'j Yf'øbUbW]U'gYfj]W'g'Uhi
h\Y'gdYYX'cZ"]Z'hc'Yb\UbW' h\Y'k Umi
dYcd'Y"j Y'UbX'k cf_'hcXUhi

J]g]hf serv.com 'hc "YUfb'a cfY"

:]gYfj ž-bW
&)) :]gYfj '8fj] Y
6fcc_øY'XžK =>' \$()
øgYfj "Vč'a

Y '&\$&(:]gYfj ž-bWcf]hg'Už]Uh'g":]gYfj]g'U'fUXYa Uf_'cz:]gYfj ž-bWžfY[]gh'fYX'cf
i gYX]b' h\Y'1 b]h'X GHUh'g UbX žcfY][b'Ve'i bhf]YgžUbX'a Umcf'a UmbchVY'fY[]gh'fYX'
]b'nci f'Ve'i bhf'm'5""fUXYa Uf_gžgYfj]W'a Uf_g'UbX'fUXY'bUa Yg'fYZ'fYbWX]b'h.]g'
a Uh'f]U'UFY h\Y' d'cdY'fmcZ'h\Y]f'fYgdY'Wij Y'ck b'Yfg" &&- -%& &\$&#&(&