



# BRIGHTER THINKING BETTER SERVICE

Addressing the people factor

cognito   
Brighter thinking. Better service



# PERFORMANCE ACCELERATED

**We make it easy for you to align employees with your strategic objectives – helping you improve service performance, increase revenue and reduce operating costs, whilst delighting customers.**

## **Your route to exceptional business value**

Our solutions will help you drive business performance – effortlessly.

By combining automation, scheduling and performance management, our solutions will help you improve service, enabling you to meet ever-more demanding customer expectations and win more business. At the same time, your field operatives will waste less time and need fewer return visits – so you'll experience reduced costs as well as better service.

Our sophisticated employee performance management module supports your employees, and creates and monitors critical service KPIs that have been specifically tailored to the needs of the business. Our solutions ensure that new processes are applied and utilised in such a way as to maximise take up and drive business benefit.

Throughout, feedback mechanisms ensure that employees understand what's expected of them and how they're performing against those expectations. We'll help you build an accurate profile of the workforce – allowing you to retain the best whilst putting others on the path to improvement.



# COMMITMENT CONFIRMED


**We work as an extension of your team, applying intelligent thinking to take ownership of key issues – integrating the highest levels of service and support to keep your business running smoothly and your customers happy.**

## **More customers depend on Cognito**

As the largest and most experienced mobile workforce management specialist in the UK, well over 100 professionals are behind the service performance of many of the country's leading companies.

Why do these demanding organisations trust us to deliver their promises? Because we're dedicated to working closely with their own team, providing the experience, expertise and resources to create and maintain a market-leading service organisation. That commitment begins with our first-line helpdesk and extends all the way through to a technical support team that accounts for 80% of our total number of employees.

Three-quarters of all calls to the helpdesk are dealt with from start to finish by the same adviser – somebody who knows your business, understands your objectives and will work hard to maintain our deserved reputation for resolving issues first time. We proactively monitor our customers' solutions 24 hours a day, and are often the first to be aware of any loss of service. In total, we monitor over 2.5 million data transactions a day, and pride ourselves on our ability to resolve issues before they become problems.



# OPPORTUNITIES IDENTIFIED

**We provide seamless, self-supporting feedback-oriented systems that will ensure that 90% of your operations run themselves – leaving you free to focus on addressing the 10% that makes all the difference.**

## **We're the experts in real-time control**

We integrate data on tasks, timescales, status and location in real-time – and then present the information to you via our easy-to-use decision-support dashboard. Impending issues that could affect service performance are flagged up on the dashboard, enabling you to identify and prioritise opportunities, forecast and measure their impact and control their implementation.

In short, we put you in complete control of your service operations. At a glance, you'll know exactly what's happening out in the field – where, when and who's responsible. You'll be able to identify and act on the 10% of operations that result in service issues, changing behaviours to drive improved outcomes, whilst the remaining 90% almost looks after itself.

The result is a field workforce that's skilled, committed and focused on your business objectives – a proactive team that's able to seize every opportunity to deliver an ever-improving standard of customer service.

**Cognito**

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