Pisano

Deliver exceptional employee experiences.
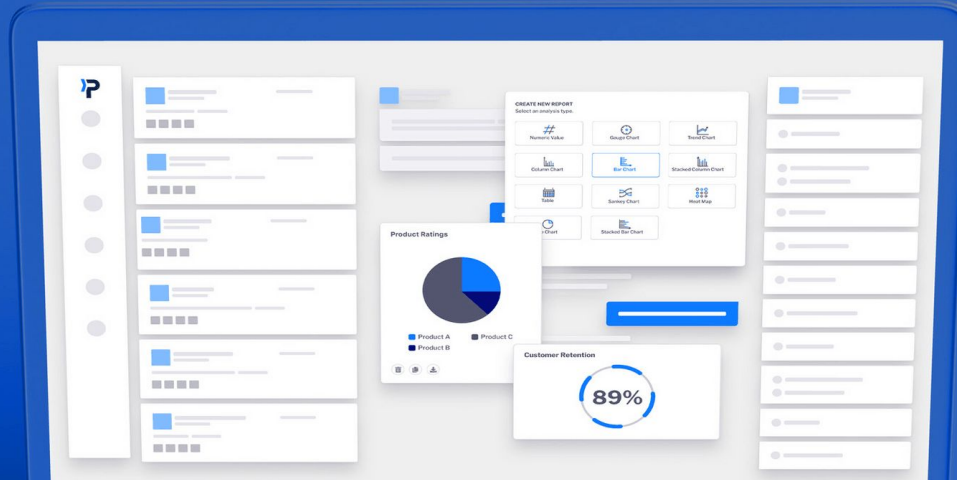
Win and keep more loyal employees.
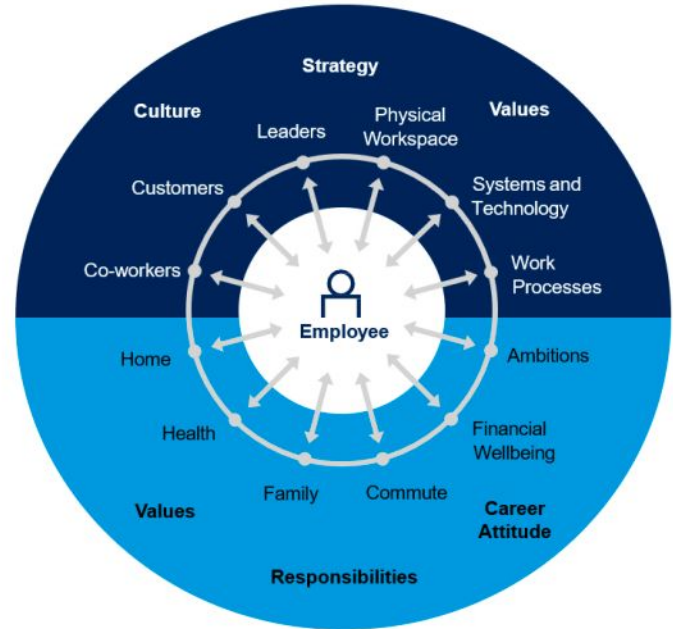
www.pisano.co

About Pisano

Pisano is a global technology company that provides an Experience Management Platform where businesses can collect customer and employee feedback through physical and digital touch-points, engage with the respondents in real-time and analyze the metrics that actually matter.

What is Employee Experience?

Employee Experience is defined as the set of the employee's perceptions and related feelings caused by the one-off and cumulative effect of interactions with their employer's customers, partners, leaders, teams, processes, policies, tools and overall work environment.

According to PWC research, 70% of Champions (engaged employees) rate their company's performance on customer satisfaction as being above average, compared to only to 20% for disconnected ones (low employee engagement).

pwc

Strategy

Culture — Leaders — Physical Workspace — Values

Customers — Systems and Technology

Co-workers — Employee — Work Processes

Home — Ambitions

Health — Financial Wellbeing

Values — Family — Commute — Career Attitude

Responsibilities
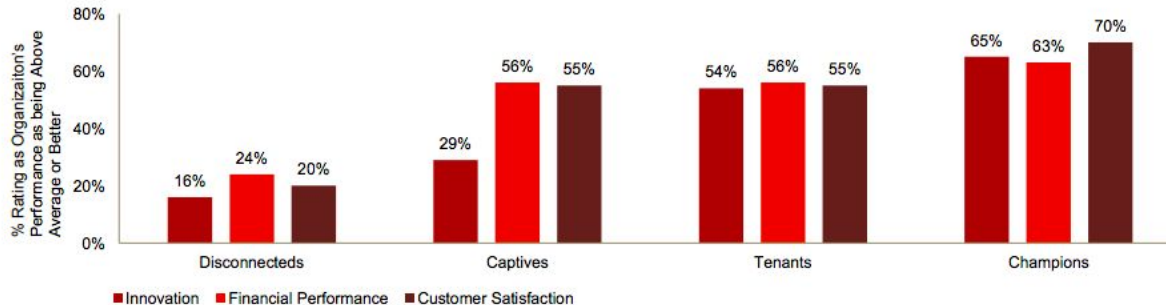
Employee Experience

Workplace Influences — Personal Influences

Source: **Gartner (2019)**

Why is Employee Experience Critical?

- Company Culture and Employee Experience are the first steps of building a customer-centric culture in the company.

- Employee experience can negatively influence on operational performance and customer experience when employees are not personally invested in their jobs and organization.

- There is an important correlation between a more engaged workforce and a better customer experience. Investing in employee experience can also lead to better innovation, productivity and profitability.

Employee Landscape Type's perception of their organization's performance on Innovation, Financial Performance, and Customer Satisfaction

% Rating as Organizaiton's Performance as being Above Average or Better

	Innovation	Financial Performance	Customer Satisfaction
Disconnecteds	16%	24%	20%
Captives	29%	56%	55%
Tenants	54%	56%	55%
Champions	65%	63%	70%

■ Innovation ■ Financial Performance ■ Customer Satisfaction

for **Employee Experience**

Pisano Platform Offering

Power-ups

Text Analytics

Advanced Survey Builder

Advanced Reporting

Behavioral Analytics

Corporate Hierarchy & SSO

Social Experience

Knowledge Base

Sequences & Workflows

Custom Domain Support

Enterprise Grade

LISTEN

Customer Experience (VoC)
Delighted customers drive growth

B2B Experience
Build trusted relationships with your
business customers

User Experience
Listen to your users and make the
right decisions

Employee Experience
Visibility, intelligence, and action to
unlock the power of your people

Market Research
Sophisticated research made simple

SUPPORT & RESOLVE

Live Chat
Create a personal connection with
customers looking for support

Chatbot
Helps you automate tasks and
create better experiences for your
customers

SELL MORE

Personalised Campaigns
Coming Soon...

Lead Generation
Coming Soon...

Marketing Intelligence
Coming Soon...

for **Employee Experience**

Solutions Overview

EX Touch Points and Use-cases

Candidate Experience	Onboarding	Career Management	Personal Development	Leaving
Job Search	Hiring Process (Job offer to first day)	Performance Management	Trainings	Notification Period
Application Process	First Day Experience	Voice of Employee	Coaching	Knowledge and Responsibility Transfer
Interviews and Tests	Orientation Buddy	Promotion Management	Cross-Functional Projects	Equipments return and receivables
Getting Information	Environment Readiness (Shuttle, Laptop, Cafeteria etc.)	Bonus & Salary Increase	Development (Summits, Awards etc)	Exit Interview and Survey
Job Offer	Tools and Technology	HR Business Partner Support	Annual Leave Process	Last Day Experience

Outcome

- **Employee Engagement**
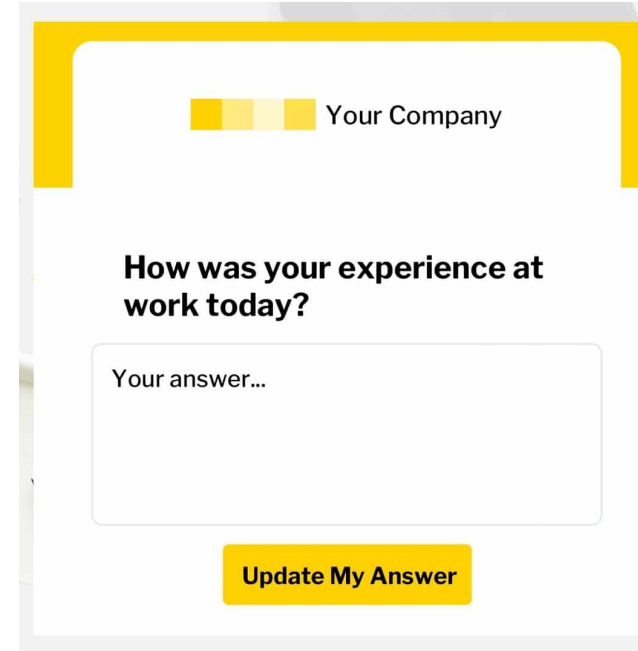- **Employee Performance**
- **Employee Retention**
- **Sales**

- **Workplace Friction**
- **Employee Complaints**
- **Employee Churn**
- **Costs**

for **Employee Experience**

Employee Experience Management (EXM)

Employee Pulse

Take the pulse of your organization with periodic and rule-based surveys.

- **Continuous Feedback:** Capture continuous employee feedback at every stage of the journey.
- **Identify & Improve:** Empower and retain the best employees by making it easy for them to have a say. Quickly act on their input and protect your culture.
- **Work Closer Together:** Overcome the ever-changing challenges in today's business landscape by bringing team members closer together.

Your Company

How was your experience at work today?

Your answer...

Update My Answer
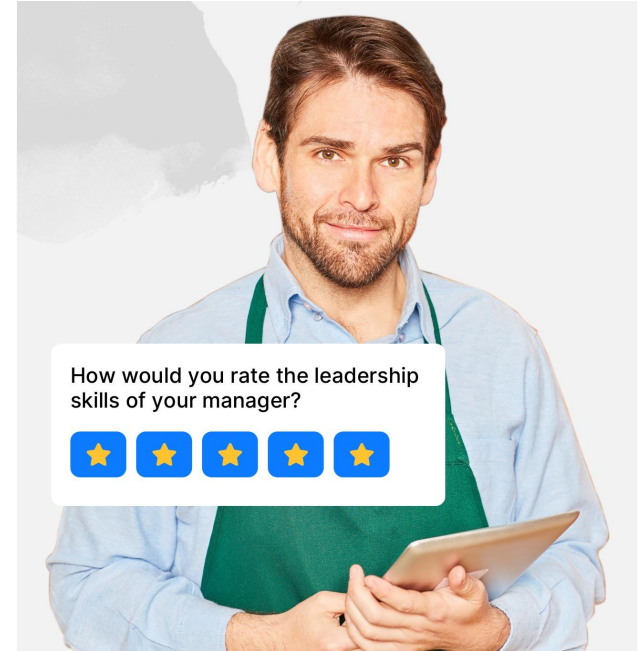
Methodology

ESAT

Channels

Email   SMS   Mobile App

Employee Experience Management (EXM)

Employee Experience

Measure the whole employee lifecycle across the company.

- **Holistic View:** Incorporate employee feedback into your operational workflow to empower your CX with employee insight.
- **Flexible & Automated:** Spend less time configuring and more time listening. Cut costs and simplify your processes with a central platform.
- **Integrated:** Gain true insider information from your people on the frontlines at every single stage of your processes.

How would you rate the leadership skills of your manager?

⭐ ⭐ ⭐ ⭐ ⭐

Methodology (Life-cycle Based)

eNPS   ESAT   EES

Channels

Web   SMS   CATI   Email

Employee Experience Management (EXM)

Candidate Experience

Streamline your hiring process and have a holistic view of the whole employee journey.

- **Engagement:** Communicate with candidates in real time using web and email based messaging.
- **Applications:** Collect job applications centrally with smart forms. Ask pre-interview qualifying questions and collect documents with rich media uploads.
- **Candidate Management:** Group and tag applications by department, location, stage and more. Keep your talent acquisition pipeline organized.

Marketing Department
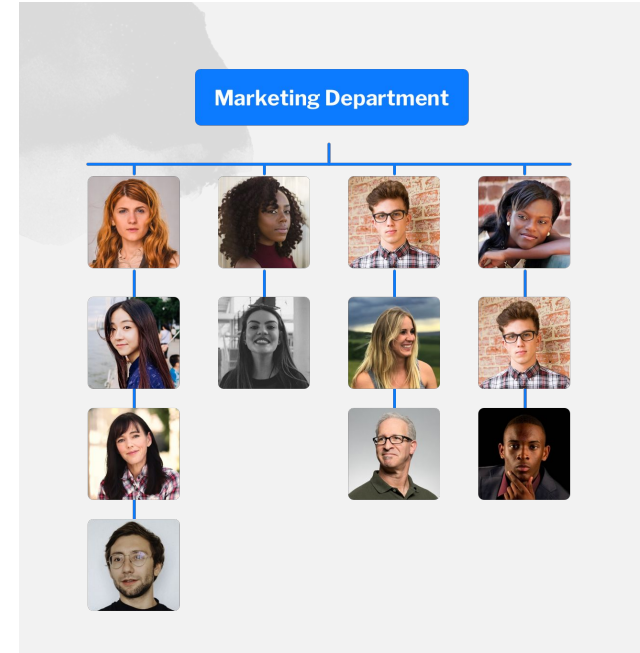
Methodology

⭐ **ESAT**   ★★★ **EES**

Channels

🔲 **Web**   📱 **SMS**   📞 **CATI**   ✉️ **Email**   📱 **Mobile App**

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