



Transform your  
customer and employee  
experience

# Put your people first

**The experience your customers get when they buy into your products or services is ultimately the make-or-break as to whether they'll return. That's why we're dedicated to helping businesses just like yours to enhance their customer experience (CX) strategy.**

With decades of experience behind us, we can lend you our strategic thinking and robust analytical skills to identify what your customers want—and then design digital learning solutions to help you get your people on the same page through our tailor-made learning experience programmes. Ultimately, helping to shape the people within your business so they can shape better experiences for the people outside of your business.

Our approach is unique to each client's requirements and can be created to meet any of your goals, all within a suitable budget.

## How we can help you

### **Looking to improve your customer service experience?**

As experts in the field, we have a multitude of ways we can help elevate your CX strategy.

Whether you're looking for recommendations of tools that will help achieve commercial success, or you need assistance upskilling your current team to improve customer satisfaction scores, our CX Consulting and Davies Learning Experience (DLX) divisions are dedicated to doing so!



# Consulting

Our core service areas are:



## Review

We carry out thorough assessments of your current offerings to identify **opportunities for both short- and long-term improvements** for your customer-facing elements.



## Operating model

We explore and define the CX experience you want to offer and then design a way of reaching this **ideal—noting** the skills, tools, people, and processes needed to achieve it.



## Technology

We evaluate and source the **innovative technology you need to boost your CX experience**, while driving value from existing investments.



## Sourcing

We assist with **navigating the CX market**, advising on everything from strategy to supplier and helping you with the associated transition period.

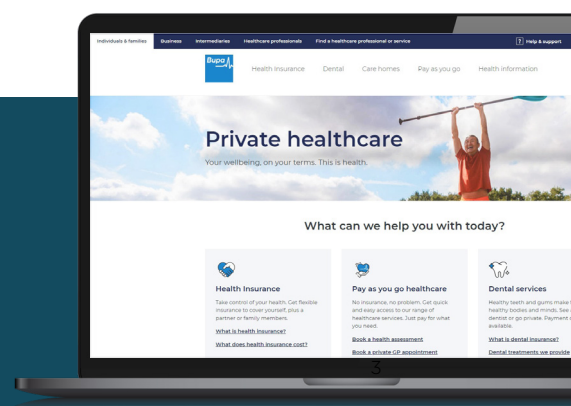


## Change

We support you through every stage of your CX transformation, from the design and delivery of it, to enabling it. Our goal is always the same: **to help build effective CX that achieves commercial success and to do it quickly.**

“Bringing different thinking and outside experience really made us sit back and think about how we could do some things differently, to deliver greater value to our people and our customers.

Kirk Bradley, Director of Customer Service, BUPA





# People and performance

We get to the heart of your needs by using our unique 6D's approach to develop learning experiences that deliver results. We are experts in stress-testing the problem to create creative, pragmatic and learner-centric experiences which embed and sustain the changes needed. Our approach below, is a culmination of over three decades of experience:





## Get in touch

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