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Customer
Centricity in
Everything
We Do.

TSEBQ

Customer Centricity in Everything We Do.

We have led the way for decades in customer-centricity by listening closely to our customers and employing market leading methodologies for the services and solutions we develop.

"Product is no longer the key brand differentiator. We are now living in the Age of the Customer, where the customer decides their experience with the brand, not the other way around"

- Steve Jobs

WE LEAD THE WORLD ON BEST PRACTICE METRICS

CUSTOMER LIFESPAN	CUSTOMER RETENTION RATE
average length of the relationship	Rate at which customers are retained
7.9 YEARS Global contract tenure in facility solutions	90% - 94% Top 3 leading global facility solutions providers
TSEBO = OVER 12 YEARS	TSEBO = 96%

CUSTOMER EXPERIENCE BEST PRACTICE

Customer-focused leadership

EXCO monthly reporting by contract

Customer understanding

continuous research and client feedback

Experience design

we create customised client solutions

Front line empowerment

training, performance, management, incentives, recognition

Key metrics

real-time measurement of client satisfaction

Feedback-driven continuous improvement

closed loop of insight back to Commercial Team and EXCO

2018

- 1500 client satisfaction surveys conducted
- Over 150 in-depth client interviews
- Internal training for 400 managers on client centricity



PERFORMANCE MEASUREMENT AND CULTURE

- Our staff and management are trained continuously on customer service
- Every operational managers' individual incentives are linked to customer satisfaction scores

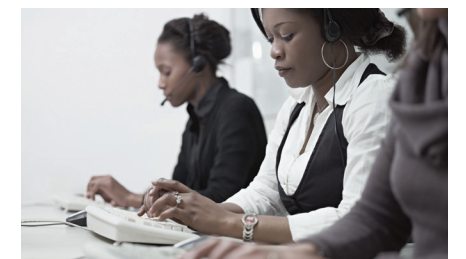


360° CLIENT UNDERSTANDING

We deploy tools and processes to understand our clients' business drivers, internal culture and growth strategy



We measure relentlessly, analyse in depth and use insights to drive innovation



WE GO BEYOND CARING ABOUT IWM SOLUTIONS WE CARE ABOUT THE BUSINESS SUCCESS OF OUR CLIENTS

Our approach to client satisfaction is simple: make our clients successful in their business

YOUR NEEDS COME FIRST