

BETTER RESPONSIVENESS STARTS WITH BETTER LISTENING

HOW NUCOMPASS PRIORITIZES CUSTOMER SATISFACTION

Being a great partner and responsive service provider to corporations and their relocating employees starts with a great customer experience. While many of our competitors send out traditional long-form surveys annually to their customers, NuCompass takes a different approach.

In order to respond to issues in real time, we do regular touch points with our clients using a Net Promoter Score survey to get more feedback, from more customers.

WHAT'S A NET PROMOTER SCORE?

A Net Promoter Score, or NPS, is a metric used to measure customer experience and satisfaction. It relies on a simple question: **Based on your overall experience, how likely are you to recommend us to your business network?**



$$\% \text{ Promoters} - \% \text{ Detractors} = \text{NPS (Net Promoter Score)}$$

Scores can range from -100 (if you only have detractors) to 100 (if you only have promoters). According to Bain & Company, the creators of NPS, a score of 50 or more is excellent. NuCompass' NPS scores consistently rank in the excellent range and are among the highest in the industry. The survey results help us drive better, more responsive service to our clients.

WE VALUE OUR CUSTOMERS' INSIGHTS

For more than 50 years, NuCompass has been devoted to being the best partner to corporations and their relocating employees. Global mobility is a service-oriented business that requires constant communication and adjustment to meet changing business needs. NPS allows us to be agile and responsive to ensure consistent alignment as we work together.

While every customer has a dedicated point of contact at NuCompass, we use NPS to concentrate on our service commitment. With a few quick questions, we get valuable insights from clients about:



Strategic partnership



Account management



Global service offerings



Customer service



Technology offerings



Overall experience

Using NPS, NuCompass collects immediate, actionable feedback from our clients. The survey only takes two minutes to complete but provides feedback on 25 data points. While we're gratified by the positive accolades received, our primary focus is the data. We use it to continuously make our partnerships stronger and more strategic.

“ The partnership with NuCompass has been a value-add to our relocation program. The team is very thorough when interacting with relocating employees and escalations are quickly shared for a timely resolution. We truly enjoy working with the NuCompass team.”

If you'd like to learn more about how our customer experience and partnership model are unique, contact one of our experts today.

For more information, contact us at **+1.925.734.3434** or **NuCompass.com**.