

“It’s all too easy to get lost in the detail and analysis.

**What PeopleMetrics did was to keep us [from] getting lost by identifying the engagement drivers that then focused our efforts.**

From my point of view of managing the Group, this allowed me to ensure we had coordinated action plans and focus across all of our countries on the things that really mattered. Without this the countries probably would have all worked on different areas that really wouldn’t have made a difference to driving engagement. And we’ve seen the results...between the two waves we saw an increase in engagement – if [PeopleMetrics] hadn’t told us what to focus on in our actions, we wouldn’t have seen these improvements.”

Bernard Kunerth

Chief Human Resources Officer

Coca-Cola Hellenic Bottling Company

“[They] are true professionals. They were timely and responsive, flexible to many last minute changes, clear and concise in their communications. **They met all deadlines** and kept me aware of any changes to timeframes.”

JoAnne McNaughton

Senior Human Resources Representative

Lifespan

“Actually – the entire team – were really wonderful to work with. The team understood the unique operation environment of a professional service firm and innately understood what could and could not be accomplished. The team was very flexible – even with last minute data revision that required Saturday work. **I can’t say enough good things about my experience with PeopleMetrics.**”

Marcie Taylor

Client Relations Director

Clark, Schaefer, Hackett and Co.

“We have underestimated the value of physician customer engagement, relying more on rep likeability studies. **PeopleMetrics provided us with drivers of engagement and actionable steps to take.**”

Charlotte Sibley

Former SVP of Corporate Business Services and Business Management

Shire

“PeopleMetrics helps to provide useful insight into our Customer Satisfaction and Engagement scores in a way that enables us to uncover those critical drivers needed in order to improve how we approach our customers and their ever-changing requirements. Additionally, **I value having an assigned account manager who has been readily available to assist us with any issues or questions** we may have.”

Mike Travers

Strategic Analyst

Broadview Networks

“I wholeheartedly recommend PeopleMetrics as a partner. They have been **consistently smart, capable and responsive in assisting us** as we transitioned from our traditional approach to a new service offering. With our new knowledge, we completely revamped our service offering – and then created all new marketing plans to communicate the change.”

Mary Miller

VP Customer Relations

Signature Flight

“**They are responsive to the individual needs of the team** organizing the survey as well as the company’s unique character.”

Ramona Nasir

Manager of Employment & Employee Integration

For more information or to schedule a demo of the PeopleMetrics solutions, please contact:

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