



## Betterworks Professional Services

Deliver exceptional employee experiences with Betterworks solutions

At Betterworks, we believe in long-term success and growing your business value — and that means going beyond simply helping you set up your Betterworks solution. Our team of program architects, customer success managers, and support and education specialists helps you successfully navigate the onboarding process and deliver an exceptional employee experience from day one. We take a three-pronged approach to helping you realize the maximum value from our performance enablement solutions.

- 01.** Our experienced service delivery team works in lockstep with your key stakeholders
- 02.** We guide you in developing and executing a proven, effective change management strategy
- 03.** Our team collaborates with you to set, achieve, and measure short-term and long-term business results

## 01. Partnering for Success

Implementing a performance enablement solution is one of countless priorities HR and people leaders have on any given day. With Betterworks, you don't have to do it alone. Our customer success team partners with you to deliver maximum value from our solutions. We have a proven track record with an 80+ implementation NPS and a 95% customer satisfaction score (for comparison, Apple is an industry leader with a 63 NPS). We're efficient and fun to work with! Here is an example of a typical engagement team:

Customer	betterworks
<u>Executive Sponsors</u> C-level program champions	<u>Program Architect</u> SME for program implementation
<u>Program Lead</u> Manages the full scope of program implementation	<u>Customer Success Manager</u> Account manager during and after the implementation
<u>System Lead</u> Manages the full scope of program implementation	<u>Support &amp; Education Teams</u> Training content and communications; troubleshooting and technical support

## 02. Supporting Proven Change Management Strategies

Betterworks is lightweight and easy to implement and manage. This frees up valuable time and resources to focus on what matters — successful change management. Our customer success team partners with you every step of the way by:

- Guiding your overall program design, training, and communication strategy
- Providing best practice guides and templates
- Delivering executive workshops and comprehensive train-the-trainer sessions
- Supporting the development of a change champion program



**“Onboarding with Betterworks was easy. The platform is intuitive, and we’re a company that values learning and progressive change.”**

— Cara Brennan Allamano, Senior Vice President of People, Udemy

## 03. Delivering Tangible Business Value

Our customer success teams are focused on just that — ensuring a successful implementation and helping you realize tangible, ongoing value from your investment.

### Adoption

- Launch monitoring
- Adoption reviews and best practices
- Leadership coaching

### Program Evolution

- Named Customer Success Manager
- Ongoing adoption and best practice check-ins
- Executive business reviews

### Success Metrics

- Experience, performance, and business value
- Platform data, employee surveys, and your business metrics
- Actionable insights for program improvement



### About Betterworks

Betterworks closes the loop between people, strategy, and results, enabling organizations to align even their most sprawling, dynamic teams. Industry leaders such as Intuit, Freddie Mac, Asurion, Udemy, Vertiv, HCSC, and the University of Phoenix rely on Betterworks to accelerate strategic growth by supporting transparent goal-setting, enabling continuous performance, and gleaming real-time employee engagement insights.

Betterworks is backed by Kleiner Perkins and Emergence Capital. John Doerr, iconic investor, OKR pioneer, and author of New York Times Best Seller “Measure What Matters,” is a board member, and Josh Bersin, global HR thought leader, serves as an advisor. For more information, visit <http://www.betterworks.com>.

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