

Life Is On

Schneider
Electric



SCHNEIDER ELECTRIC

Our success formula: $CX = \text{Service Excellence} \times EQ^2$

In less than 6 months, we lost 18% of our business: services went back to the countries. We had a grace period for the remaining 82% who expected a drastic rise in their customer experience.

Customer delight is the marriage of Service Excellence and EQ: we placed the customer at the heart of our identity and applied design thinking to improve daily interactions and reengage emotionally.

SCHNEIDER ELECTRIC

FINANCIAL
COST PER EMPLOYEE SERVED

Percentage

Cost per employee served
reduced by 12%

SATISFACTION
NET PROMOTER SCORE

Percentage

Net Promoter Score
grew by 201%

EXPANSION
SERVICE FOOTPRINT

Number of countries

Number of countries served rose
from 5 in 2016 to 33 in 2018

We regained the trust of 23 new countries, served 9000 new employees, improved NPS by 20%, reduced our cost per employee served by 12% and obtained 8 external and Schneider Electric recognition.

The team

