

CLIENT RESULTS

If client satisfaction is important in your business, imagine how vital it is in ours. We helped these clients succeed with improved service performance and more sustainable service cultures. Contact us to learn how we can help you.



Changi Airport

Aviation | Singapore

Uplifting Service turned Singapore's busiest arrival and departure point into a one-of-a-kind, award winning destination, including shopping, dining, and entertainment.

65 Million passengers per year.
290+ stakeholders, 38,000+ employees.
"Most Awarded Airport in the World"



Xerox

Technology | Middle East

Quality and sales performance market leader. Deployed Uplifting Service programs to differentiate based on service and turn complaints into loyalty.

Immediate boost in employee motivation. 53% gross profit growth and 52% net profit growth in 12 months.



Globe Telecom

Telecom | Philippines

Telecommunications giant using service culture as a differentiator. Increased market share and achieved best ever financial results in 18 months.

Largest mobile network in the Philippines. Uplifting Service tools and workshops conducted with all 8,500 employees and partner network.



LUX* Resorts

Hospitality | Global

Delivering new levels of Uplifting Service to redefine luxury while reducing costs and increasing revenue in the highly competitive island tourism industry.

12 resorts and hotels. 3,000+ employees.
22% increase in TripAdvisor scores.
Highest room rates and occupancy levels in the industry.



BNP Paribas

Financial Services | Europe

Learn how one of the world's largest banks instilled a unified culture of service with over thousands of employees across the globe.

Engaged global leaders to build a globally-minded and locally-sensitive service culture. Over 10,000 employees united in service excellence.



Microsoft Corp

Technology | Global

Global leader in software and hardware maintains a competitive advantage with customers and partners worldwide.

Uplifting Service education and tools used to engineer and improve Customer and Partner Experience. 101,000 employees, 600,000 partners. 60+ Uplifting Service Leaders certified.



Parkway Health

Healthcare | Asia

One of Asia's largest healthcare providers embedded Uplifting Service workshops and service tools into the operating system across hospitals.

Dramatic improvement in NPS scores and cost savings. Increased focus on reducing waste and delivering what patients value most.



Coca-Cola

Retail | Europe

Fast-growing Shared Services Center provides service support for the second largest Coca-Cola bottler in the world.

Dramatic increase in generation and implementation of new service ideas. Services portfolio includes 650 employees in 24 countries and 5 corporate offices.



FIJI Airways

Airlines | Fiji

National airline achieves highest ever profit and service scores through constant service improvement and a company-wide culture to "Work as One".

Earned a 22% increase in customer compliments. Achieved 4 Star Skytrax rating and awarded Best Airline Staff.



Nokia Networks

Telecom | Global

Increased profitability, customer loyalty, and employee engagement scores, while reclaiming market share in a dynamic global industry.

60,000 employees. 125 certified Uplifting Service Leaders. Service workshops delivered in 15 languages throughout the world.



AIA

Financial Services | Asia

Global leader embarked on a service cultural transformation, improving Net Promoter Score by 32% and reducing Customer Effort Score by 25%.

Best Customer Experience Management of the Year, winning Asia Pacific Customer Service Excellence Awards.



NIIT Technologies

Technology | India

Software and systems integration company increasing employee engagement and inspiring new ideas to deliver greater value to customers.

Serving customers in major industries around the world. 80+ certified Uplifting Service Leaders conducting workshops for 10,000+ employees.



Singtel

Telecom | Asia

Deploying Uplifting Service methodology and tools across the Group. 40 Uplifting Service Leaders, 10,000+ employees.

Went from worst to best in CSAT in the country in 12 months. Highest ever Net Promoter and employee engagement scores.



Steris Healthcare

Healthcare | United States

A global medical device manufacturer uses service excellence to differentiate from competition, protect margins, grow revenue, and increase loyalty.

Service Excellence Workshops deliver improvements in key metrics including equipment uptime, response time, and customer satisfaction.



FAB

Financial Services | UAE

Fast growing bank deploys Uplifting Service methodology and workshops to engineer a 'Service First' culture, and deliver their new brand promise.

40+ Certified Change Leaders, 5,000+ employees, 8 countries. Awarded 'Best Bank in the UAE'.