



CX Strategy

A game plan to continuously onboard customers, members, and subscribers

A customer experience strategy can transform your organization – let's make that happen! Together, we understand the experience people have as they discover, research, and evaluate their options in your industry. Then, we pinpoint what it takes to turn them into members, subscribers, and users.

THIS SERVICE HELPS TO...

Determine what your target audiences really expect

Learn how to reliably onboard your customers

Uncover opportunities to improve the customer journey



WHAT YOU GET

You'll benefit from our deep experience in customer experience strategy. We will hit the ground running with proven processes and tools. You'll get:

- ✓ A guide that captures the customer experience journey, vision, mission, and objectives
- ✓ Clarity on what the customer experience is, and what it must become, to achieve the vision and the goals
- ✓ The information necessary to make decisions that have a positive impact on the customer experience and onboarding process



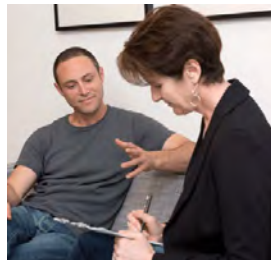
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HOW WE DO IT

1 Through interviews and workshops, we collaborate with your stakeholders to capture strategic objectives, vision, and mission for the target customer experience.

2 We conduct competitive analyses and audit the existing customer experience and all its experience points to assess current experience and challenge areas.

3 The customer experience strategy we develop aligns brand and organizational goals to all aspects of the experience your audience has as current or potential customers.



About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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