



Experience Management for IT – Measure, Share, Identify

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We discover the
experiences of
900,000+
employees in
124 countries

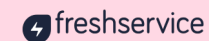
Customers



Partners



Available for



IT Incidents

Happiness

+70



Productivity

3h 13min



Based on 388,262 responses
During 2020

Challenges IT is having today



Watermelon Effect

KPIs (Availability, SLAs, CSAT) are green, but employees experiences are red. Humans are not binary.

Leads to,

- Bad reputation of IT
- No central view of IT happiness
- No common focus for IT
- Lack of control with Partners
- Making decisions on Gut Feelings

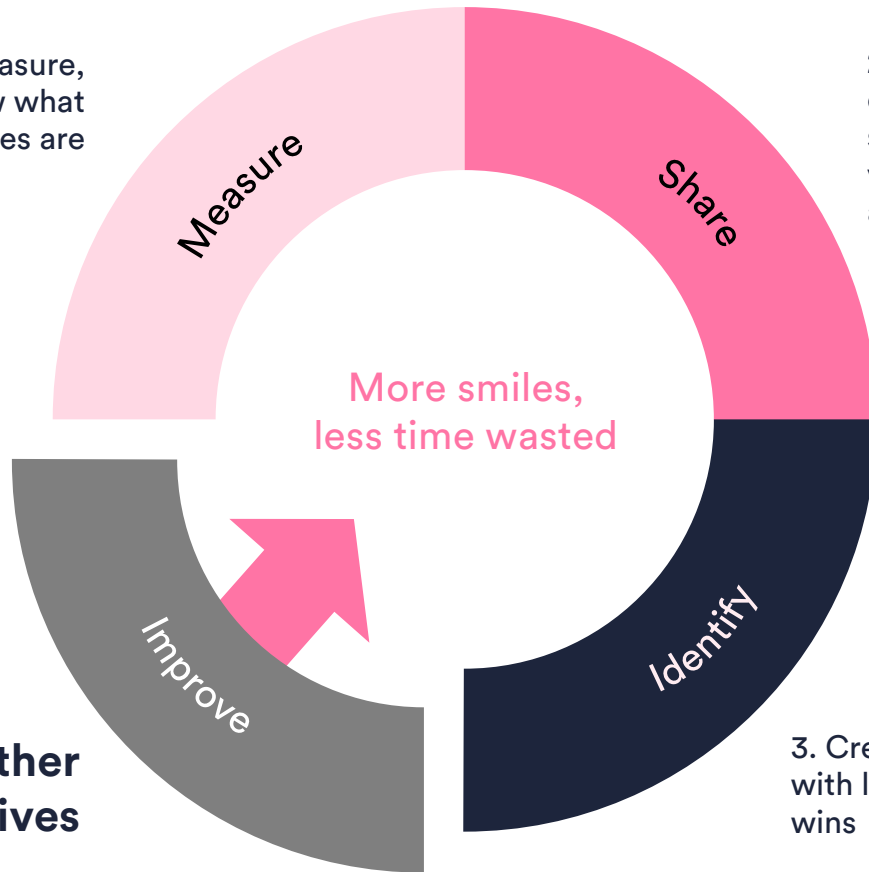


Experience Management

1. Start to measure,
so you know what
the experiences are

2. Involve
employees, agents,
service owners,
vendors, partners
and leadership

3. Create more value
with less effort, quick
wins





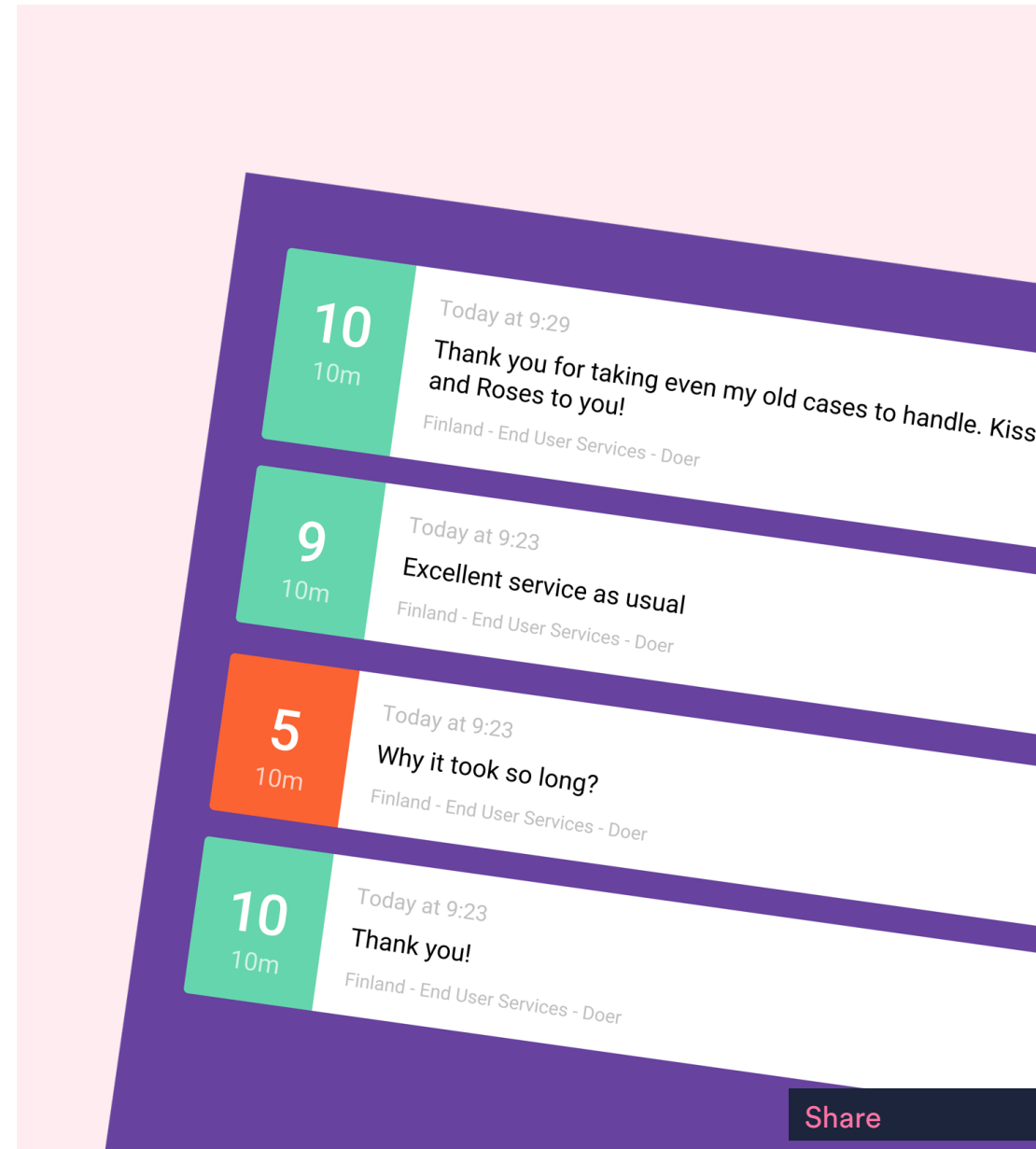
Instant Feedback Loop

Instant Feedback to Service Desks

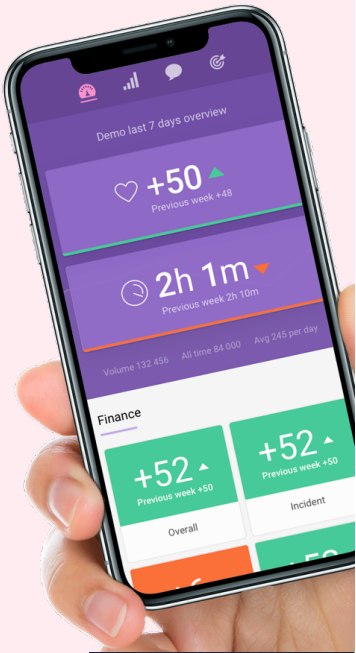
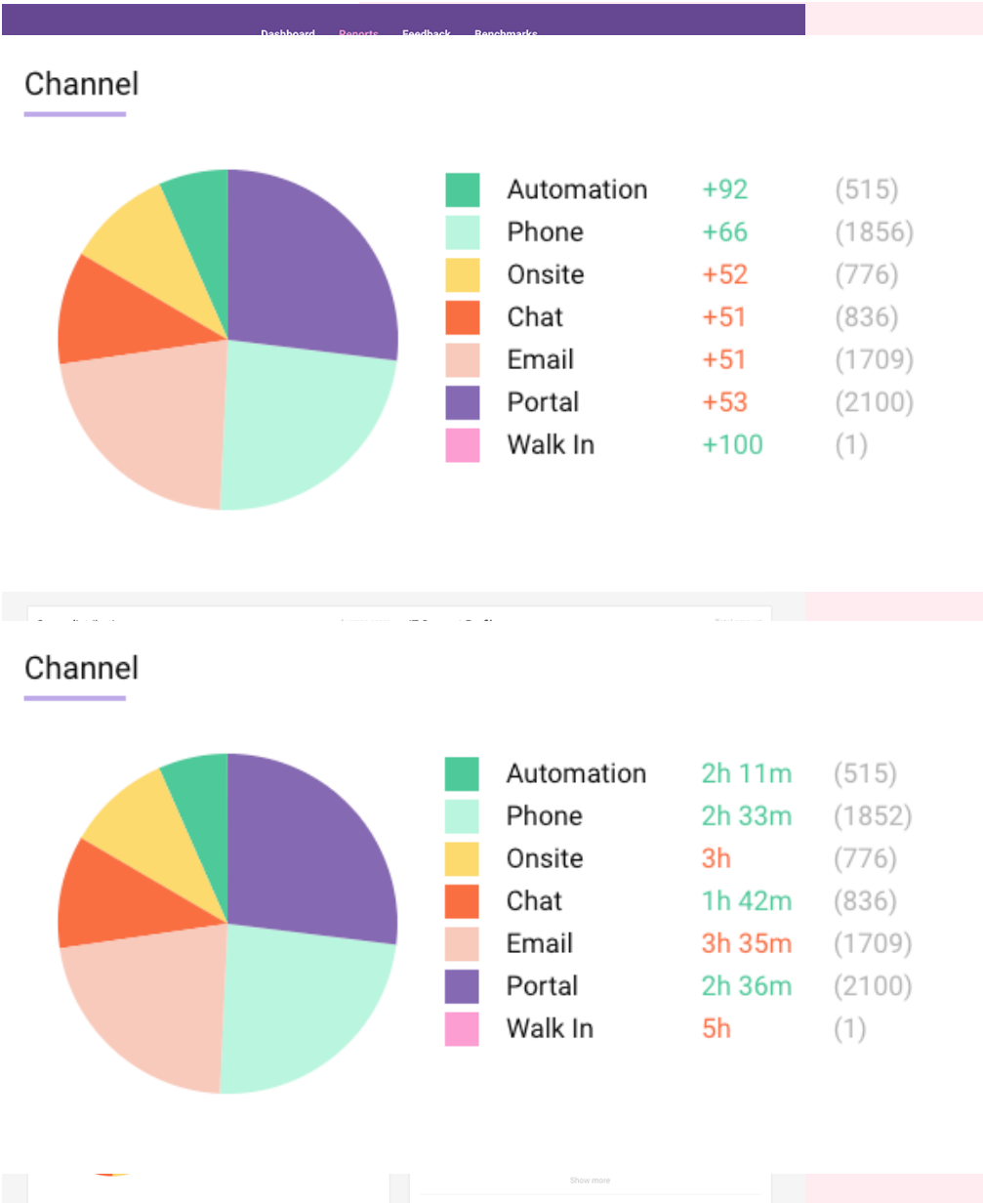
Service Desk Agents should get instant feedback from Employees and get this always.

Typically >80% of this feedback is positive.

This helps to motivate agents and it also encourages continuous learning.



Make decisions with the combination of experience and operational data



Identify

Steps to Happiness



1. Transparency

Sharing Experience Data with colleagues, partners, vendors and stakeholders in real-time, will help you to co-operate to reach common goals.



2. Trust

Employees data can be trusted by all stakeholders, it's not manipulated by a partner or showing the agenda of a manager.



3. Focus

With trust, data and transparency, you can create a purpose driven IT department, that doesn't need to be micro-managed. Clever people know how to achieve a common goal when you give them one.



4. Outcomes

With everyone focused on the same goal, with the same real-time data, you can celebrate success when you make a difference.

Identify

Benefits of Experience Management

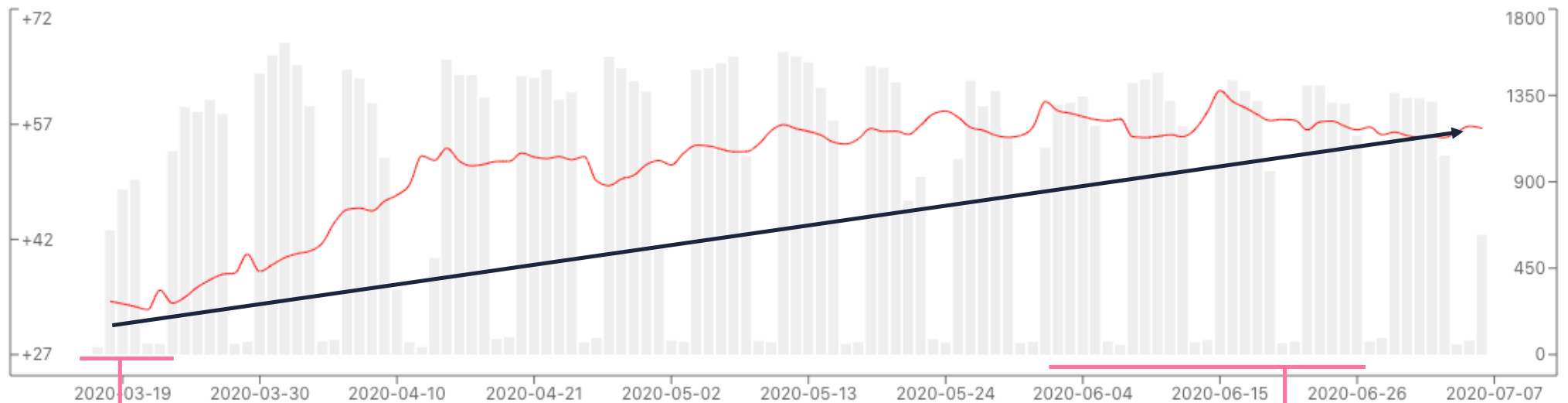
Function	Main benefit
Service Desk Agent and their Manager	More motivating targets
People responsible of developing Service Management processes and tools	Experience data-based decisions, common focus
C-level and other Service Directors	Way to show value and defend team



Remote Work Happiness

Based on 103,265 responses
Gathered between March 18th and July 6th 2020

Remote work is inefficient 749 times
Remote work is efficient 22,993 times



Week 12 / 2020
2,511 responses / week
Happiness +32

June / 2020
29,259 responses / Month
Happiness +56



Thank you

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Happiness Score™ report Q2/2020 is out

Download your free copy: happysignals.com/happiness-score

HappyToday Podcast

The Employee Experience Podcast, for those who want improve the service experience of their internal services: happysignals.com/podcast





“We take happiness seriously, and give deep happiness the place and importance it deserves.”

“We see happiness as a strategic driver for success, productivity, and creative output, but also as a strategic objective in and of itself. We do not believe happiness is a nice-to-have; we believe it is a need-to-have.”

We make happiness a starting point, not just an end point; we use our intention to achieve happiness to inform the decisions we make, the environments we create, and the projects we undertake.

We endeavour to measure, manage, and share the proof we accumulate that happiness is symbiotic with great work, great impact, great relationships, and greater effectiveness.

We do not conform to a one-size-fits-all happiness, nor expect to be happy every day, but accept and respect the right to make happiness the goal.”

Be More Pirate, Sam Conniff Allende