Engagement as a Service (EaaS)

2020 SaaS Award Winner for "Stakeholder Engagement"

Enhance innovation and productivity by 3x with enterprise EaaS deployment

4

Understand stakeholder sentiment and emotions powered by IBM Watson

7

BBB Rating: A+

Why EaaS?

Listen @scale

EaaS helps leadership teams "listen" to the pulse of the organisation, its partners, and customers, for insights and ideas.
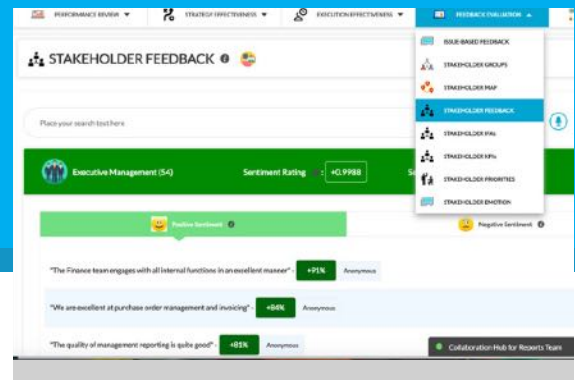
Involve and engage @scale like never before.

Why EaaS?

EaaS is a turnkey service that automates your employee engagement process.

Anytime, anywhere, any language feedback

Make strategic and operational decisions with more confidence, agility, and stakeholder buy-in.
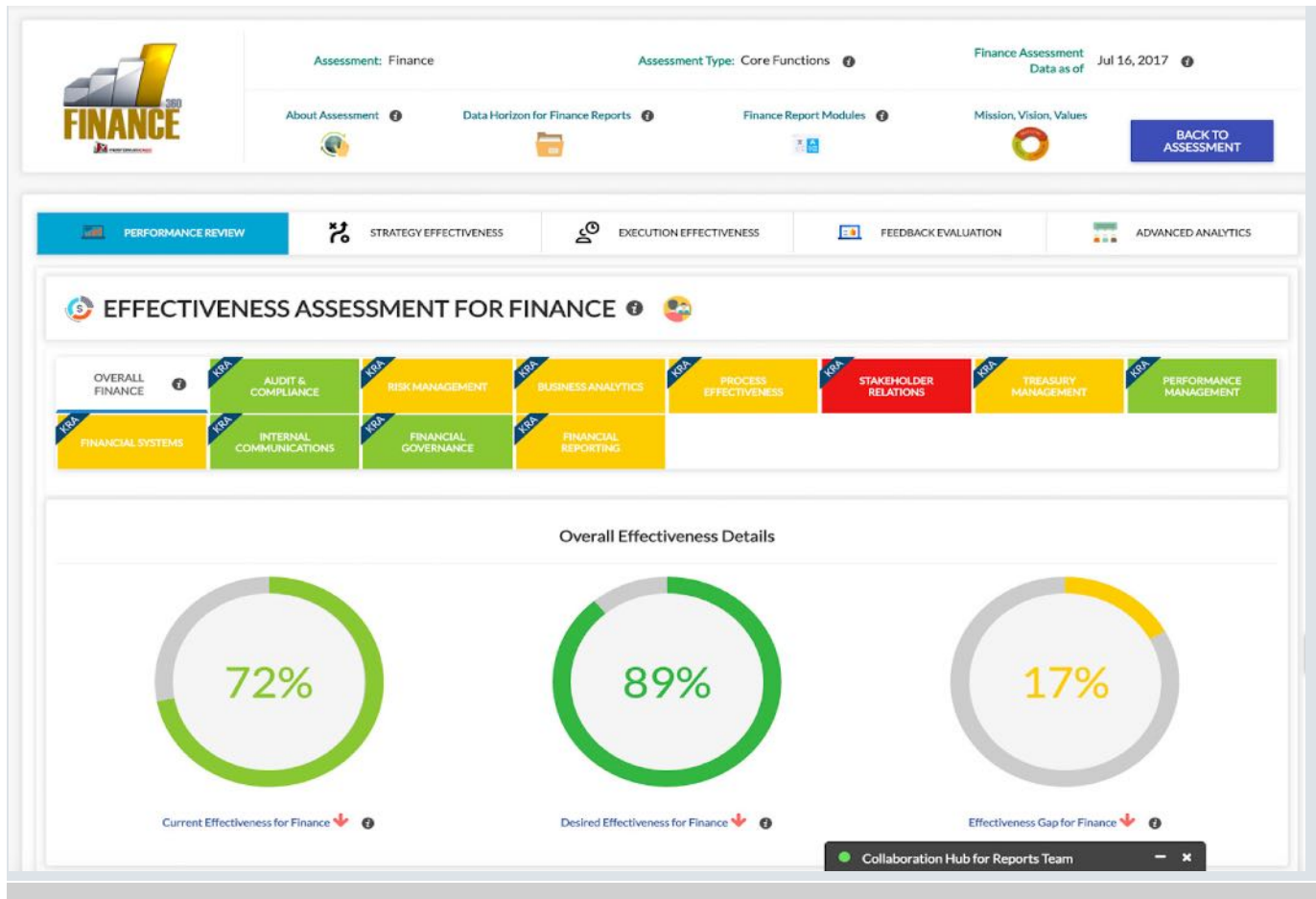

- ✓ Hyper-awareness
- ✓ Continuous touchpoints
- ✓ Cross-functional feedback
- ✓ AI & cognitive analytics
- ✓ Cross-platform integration

- ✓ Proactive risk identification
- ✓ Policy compliance audit
- ✓ Collaborative innovation
- ✓ Operational intelligence
- ✓ Transformation effectiveness

Gain a 360° view.

Why customers trust Performax as their EaaS of choice?

O
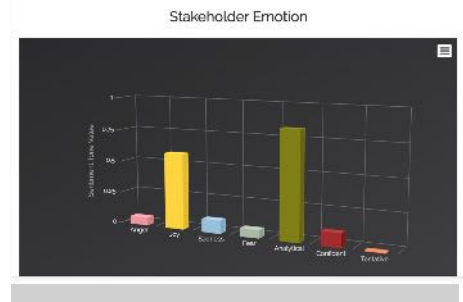ur clients trust Performax with implementing an "inclusive" employee engagement process.

T
oday's increasingly competitive business environment demands full employee engagement, but only 16% employees are highly engaged, according to research from Harvard Business Review.

M
illennials want their voices heard through a culture of high-engagement, collaboration, innovation, and transparency.

T
he EaaS process delivers an unbiased 360° real-time view of the current state, key risks, and opportunities for growth and sustainability.

Access cognitive insights.

Leveraging IBM Watson natural language understanding, Performax EaaS reads and interprets employee sentiment and emotions without bias.

Sentiment Analysis

Feedback submitted are instantly analysed for the sentiment expressed: positive, neutral, or negative.

Emotion Analysis

You can see what emotions are being expressed by each stakeholder group: anger, joy, sadness, etc.

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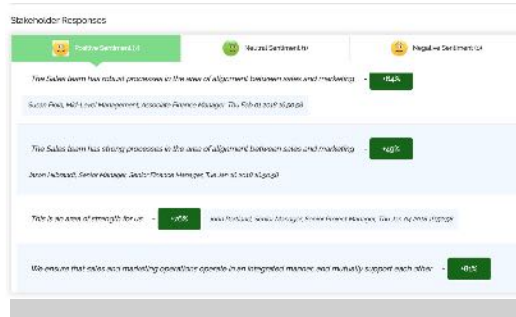
What is cognitive analytics?

Cognitive analytics applies artificial intelligence and machine learning to interpret human language in order to infer the underlying sentiment and emotions expressed.

Time saver.

You don't have to read tera-bytes of feedback data... IBM Watson reads, interprets, and classifies the feedback for you.

Unbiased.

Stakeholder feedback is often complimentary, but often not... IBM Watson objectively evaluates the emotions expressed.
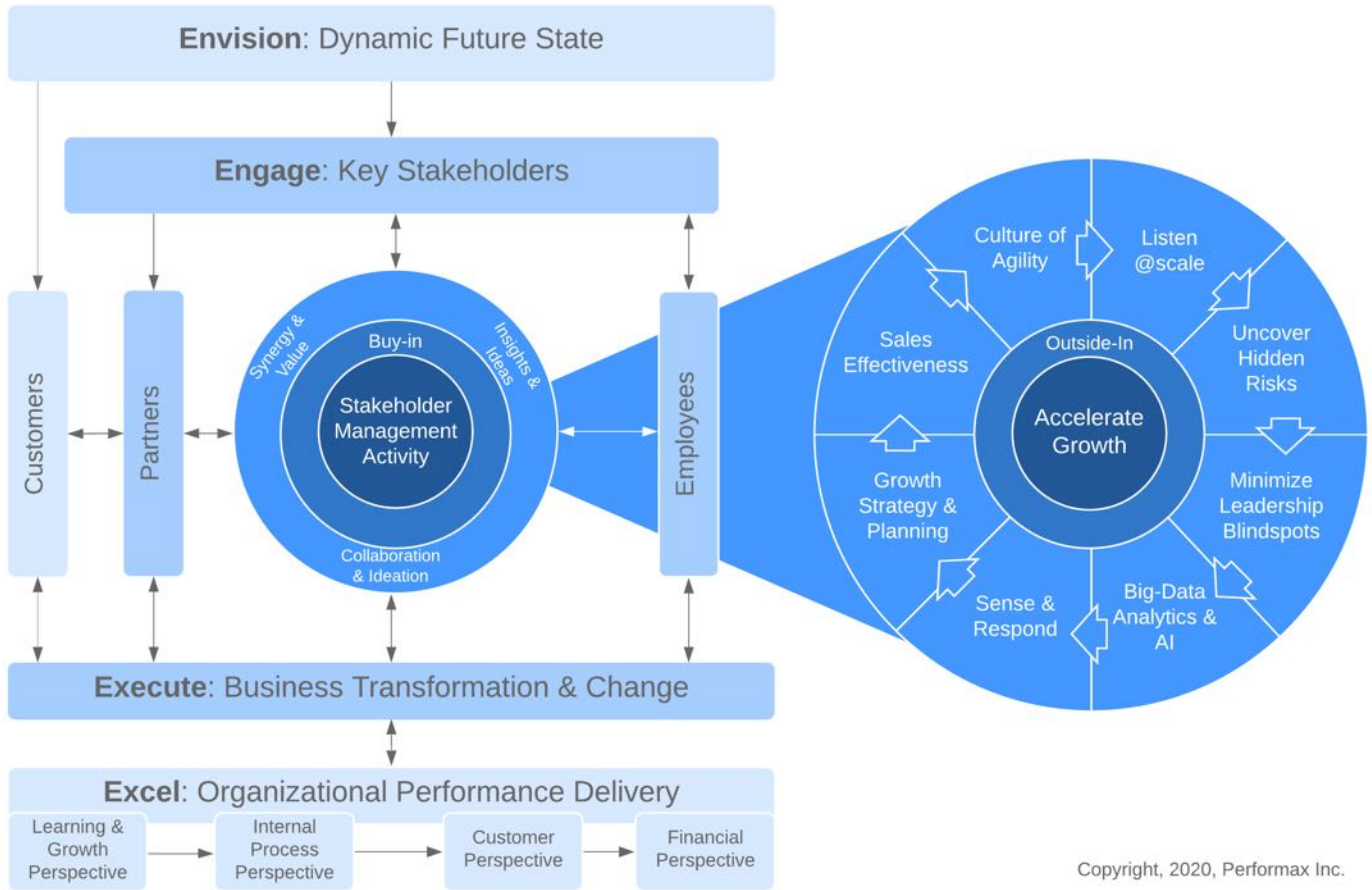
Why Performax?

Capture innovative ideas.

Traditional engagement models have failed to engage employees, cusotmers, and partners effectively. Innovation has often suffered as a result.

The Engagement as a Service (EaaS) approach from Performax leverages "Open-Source Engagement" to increase employee engagement by

3x within 8-12 weeks. As a result, employees feel more involved, empowered, and valued.

This leads to an acceleration in collaboration and innovation across functional boundaries, which helps solve critical business problems through collective intelligence.

Performax 4E Growth Acceleration Model

Envision: Dynamic Future State

Engage: Key Stakeholders

Customers — Partners

Synergy & Value — Buy-In — Insights & Ideas

Stakeholder Management Activity

Collaboration & Ideation

Employees

Culture of Agility — Listen @scale

Sales Effectiveness — Outside-In — Uncover Hidden Risks

Accelerate Growth

Growth Strategy & Planning — Minimize Leadership Blindspots

Sense & Respond — Big-Data Analytics & AI

Execute: Business Transformation & Change

Excel: Organizational Performance Delivery

Learning & Growth Perspective → Internal Process Perspective → Customer Perspective → Financial Perspective

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Uncover hidden risks.

Take Action

As operational or strategic risks are identified through EaaS, your organisation can better anticipate risks and avoid unexpected financial losses.

1
HR

2
Operations

3
Sales

4
Projects

Engage for impact.

Unlock your team's potential by ensuring that all team members have a voice and the opportunity to positively impact business performance.

1

Inside-out

Access ongoing feedback and recommendations from junior, mid-level, and senior managers.

2

Outside-in

Take an eco-system view of your external stakeholders: customers, suppliers, and partners.

Deploy within weeks.

EaaS is designed as a fully customisable software + service offering. The Performax Customer Success team will work with your team, configure, and deploy the engagement solution within weeks.

Customers & User Reviews

Our customer portfolio includes Pharmaceuticals, Manufacturing, Healthcare, Energy Services, Information Technology, Textiles, Education, etc.

Hasan T.	Kamrul H.	Reza J.
Pharmaceuticals	Energy & Oil	Manufacturing
"A Very Useful Tool to Diagnose Organization's Health".	"Exceptionally helpful software for HR".	"Overall functionality is good. Pros: Real time analysis, and Key Result Area design".

Business benefits...

EaaS

Engagement as a Service (EaaS) helps firms increase: enterprise engagement; employee and customer satisfaction; innovation; buy-in; change management and business transformation effectiveness; functional and project effectiveness; enterprise agility; customer centricity; productivity; revenue growth; sustainable profitability; and value creation.

For HR teams*:

3x improvement in employee engagement
41% lower absenteeism
70% fewer safety incidents
24-59% less employee turnover
40% fewer quality defects
17% higher employee productivity

*Enterprise benefits delivered within 8-12 months.

Operations teams*

3x improvement in employee engagement

3x increase in operating margins

21% increase in profitability

17% increase productivity

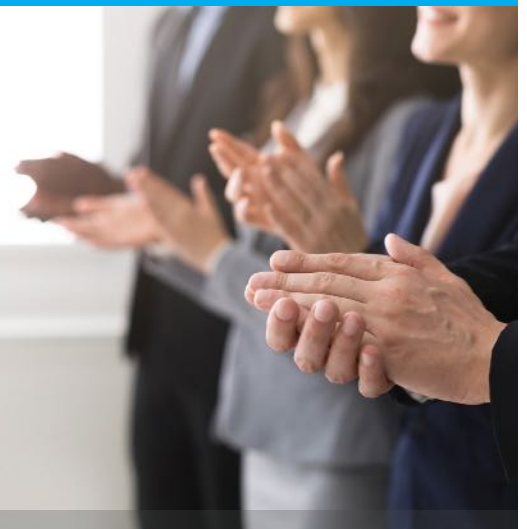202% increase performance related KPIs

70% fewer safety incidents

Sales teams*

20% higher sales

10% higher customer ratings (satisfaction)

24-59% less employee turnover
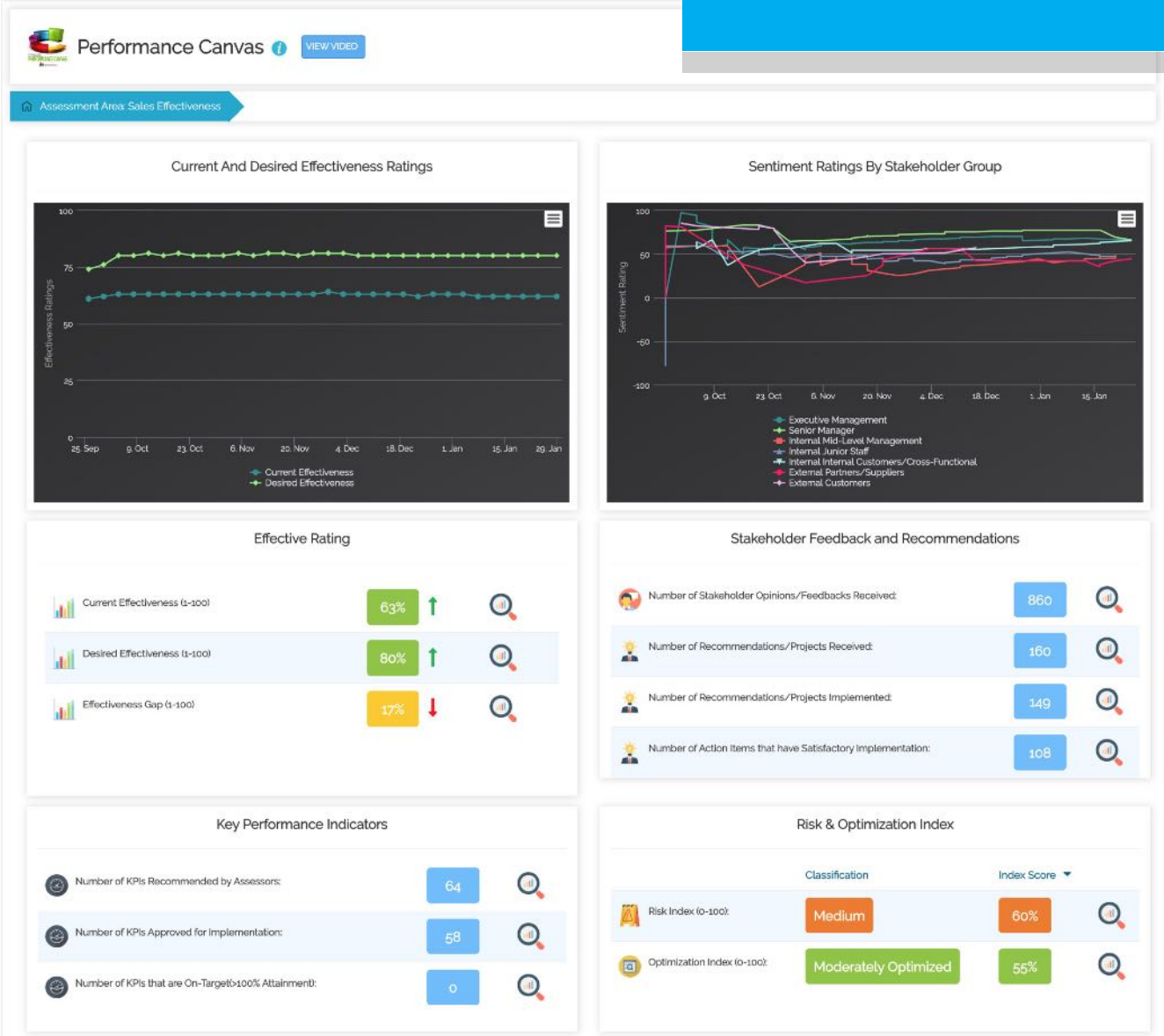
3x improvement in employee engagement

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Change Management.

With EaaS, organisations can achieve a 3x increase in engagement, facilitating a dramatic improvement in change management effectiveness.

Performance Canvas ⓘ VIEW VIDEO

⌂ Assessment Area: Sales Effectiveness

Current And Desired Effectiveness Ratings

● Current Effectiveness
● Desired Effectiveness

Sentiment Ratings By Stakeholder Group

● Executive Management
● Senior Manager
● Internal Mid-Level Management
● Internal Junior Staff
● Internal Internal Customers/Cross-Functional
● External Partners/Suppliers
● External Customers

Effective Rating

Current Effectiveness (1-100)	63% ↑	🔍
Desired Effectiveness (1-100)	80% ↑	🔍
Effectiveness Gap (1-100)	17% ↓	🔍

Stakeholder Feedback and Recommendations

Number of Stakeholder Opinions/Feedbacks Received:	860	🔍
Number of Recommendations/Projects Received:	160	🔍
Number of Recommendations/Projects Implemented:	149	🔍
Number of Action Items that have Satisfactory Implementation:	108	🔍

Key Performance Indicators

Number of KPIs Recommended by Assessors:	64	🔍
Number of KPIs Approved for Implementation:	58	🔍
Number of KPIs that are On-Target(>100% Attainment):	0	🔍

Risk & Optimization Index

	Classification	Index Score ▼	
Risk Index (0-100):	Medium	60%	🔍
Optimization Index (0-100):	Moderately Optimized	55%	🔍

App integrations.

Leveraging IBM AppConnect, we will custom develop cross-application data-flows using 100+ API connectors (additional charges apply).

ERP Connectors:
IBM Food Trust
Kronos
Microsoft Dynamics
Oracle NetSuite
Quickbooks
SAP Concur

Marketing:
Act-on
Eventbrite
Google Analytics
Hubspot
Infusionsoft
Mailchimp
Marketo
Salesforce
SurveyMonkey

Business Operations:
Apttus
BigCommerce
Confluence
Coupa
Freshdesk
Intacct
Jira
Magento
Microsoft OneDrive
Oracle NetSuite Finance
Oracle NetSuite HCM
Salesforce
Stripe
Trello
Workday

CRM Connectors:
Hubspot
InfusionSoft
Insightly
Oracle NetSuite CRM
Oracle Sales Cloud
Salesforce
SAP
Sugar CRM
Zoho
Zuora

Desktop Connectors:
Asana
Box
Domino
Dropbox
Gmail
Google Drive
Google Sheets
Microsoft Office 365
Microsoft OneDrive
Microsoft SharePoint
Slack

IBM App Connect

Pre-built connectors

Prebuilt, security-rich intelligent connectors let you connect applications on premises or in the cloud. IBM App Connect supports a wide range of data formats, application infrastructures and integration styles.

Customisation

Data and app integration flows require some level of customisation, testing, and deployment. The EaaS offering includes these options.

Data Security

Performax has been a certified and accredited member of the US-EU Data Privacy Shield program in the US, which is equivalent to the GDPR.
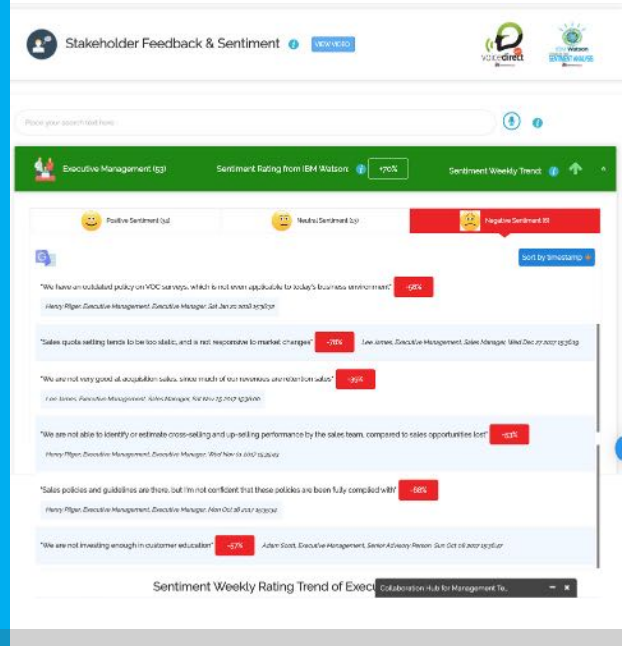
Customisable, scalable, secure.

A part of the Engagement as a Service (EaaS) offering, we customise and configure the Performax EaaS platform for clients.

Scalability is the property of a system to handle a growing amount of work by adding resources to the system.

Performax leverages the Microsoft Azure hyper-scale computing, which means that increasing workloads automatically deploy additional servers to manage the workload.

Data Security. Performax has Secure Socket Layer (SSL), 2-factor authentication, and high-grade data-encryption built-in to the application.

Our web app is synchronised to our mobile (IOS and Android) apps for multi-device feedback capture.

Multi-language feedback and translation

106 languages

Employees, customers, and partners can submit their ongoing feedback in any language, from anywhere, and anytime using any device.

Instant translation

We use Google Translate to instantly translate multi-language feedback data into any language of your choice, thus breaking the language barrier.
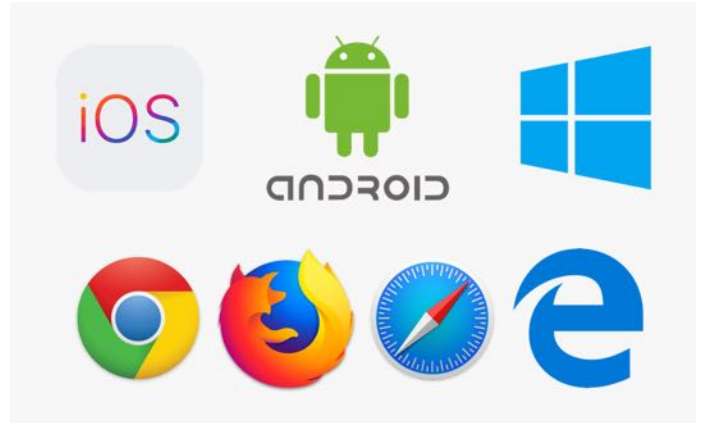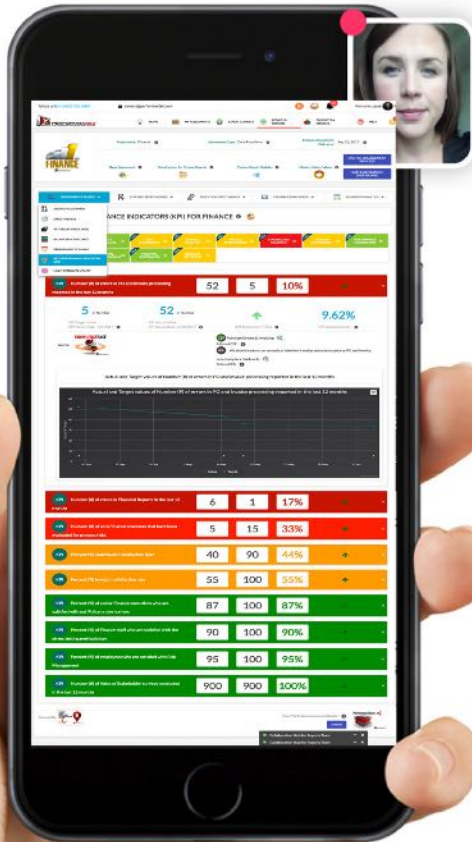
Inclusive leadership.

Engagement as a Service (EaaS) is designed to accelerate positive impact of "inclusive" leadership.

Take action, today.

Request a live demo.

visit: www.performax360.com

We may also be reached via email at sales@performax360.com

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COLLABORATIVE BUSINESS INTELLIGENCE

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