



Eric Gregg
CEO & Founder
Inavero

The ROI of Service Excellence for PEOs



Anne Donovan
President
Xenium



September 27th, 2018



About Inavero

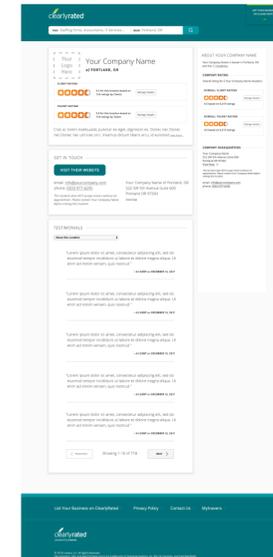
Simple, Actionable Client & Talent Surveys



Credible 3rd Party Award



Ratings & Reviews Driven Directory



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Welcome, Anne Donovan!



Anne Donovan
President
Xenium

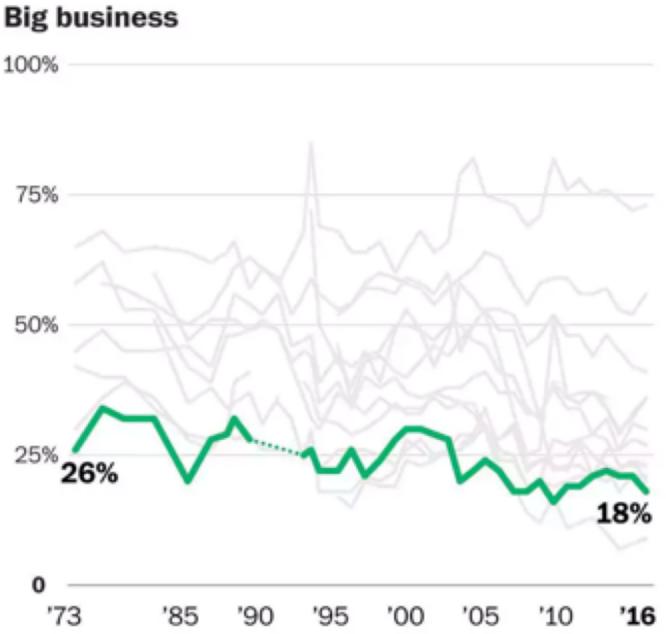
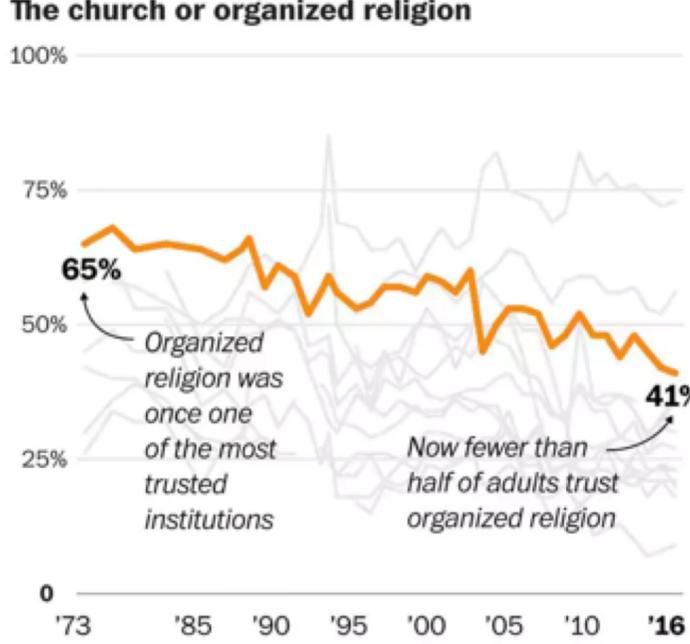
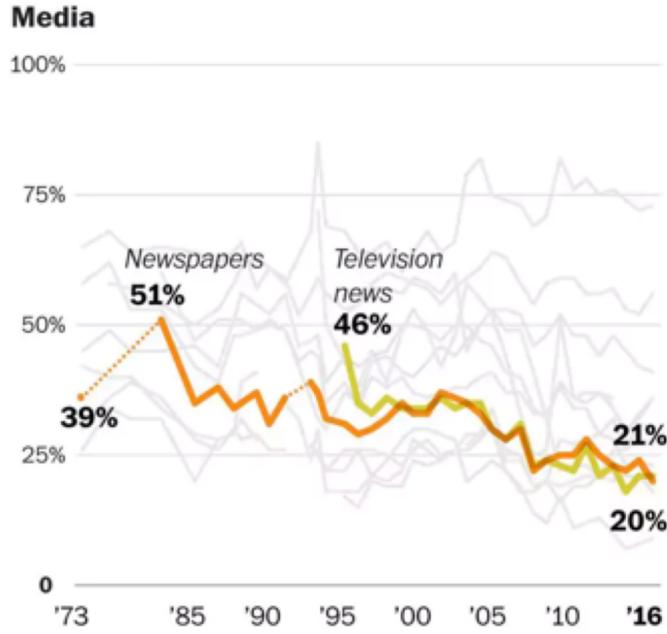
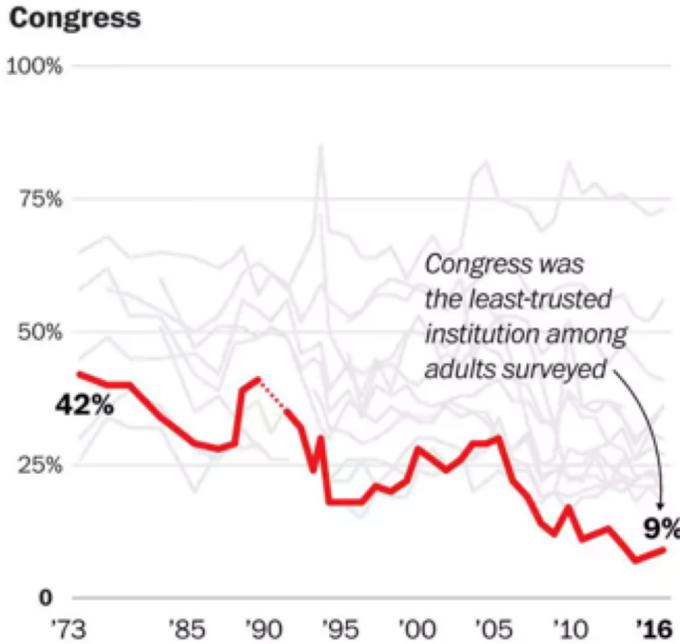
TRUST

is the bridge between
consideration and selection.

CONSIDERED

CHOSEN

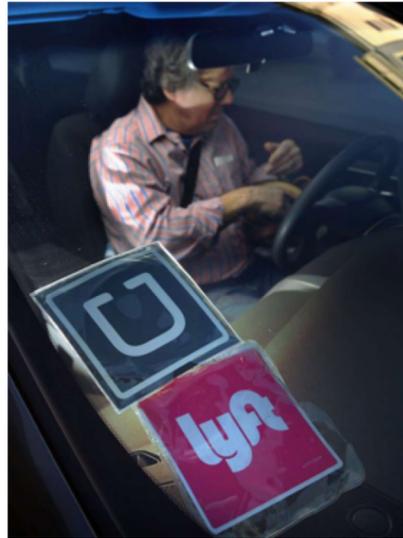
Trust is at a historically low level



SOURCE: Gallup Organization



Yet, trust in individuals has never been higher



“I reactivated in spring 2011, filled out all the forms, etc. 9 months later, not one peep. I know, you're probably thinking "Yeah but maybe you are a weak candidate." Maybe, but I did well with them in the past, have lots of experience, willing to do any job, etc. etc.”



Mark S.
Portland, OR
👤 6 friends
★ 8 reviews

1998

2018

Don't get into strangers' cars.
Don't meet people from the internet.

Don't let someone you don't know into your house.

Don't trust the advice of strangers.

Literally summon strangers from the internet to get into their car.

Invite someone you've never met to live in one of your rooms.

Only trust the advice of strangers.

The Ethos of Service

How can 'service' fit
into a growth strategy
for PEOs everywhere?



Employee Engagement: A driver of service excellence

Building the bridge between
happy employees and happy,
engaged clients.



inavero®

xenium 

The role of an account manager from the client's perspective.



Service as a metric of success

The decision journey:
Why Xenium made the
choice to invest in
measuring the client
experience.



Diving deeper into NPS

Net Promoter® Methodology



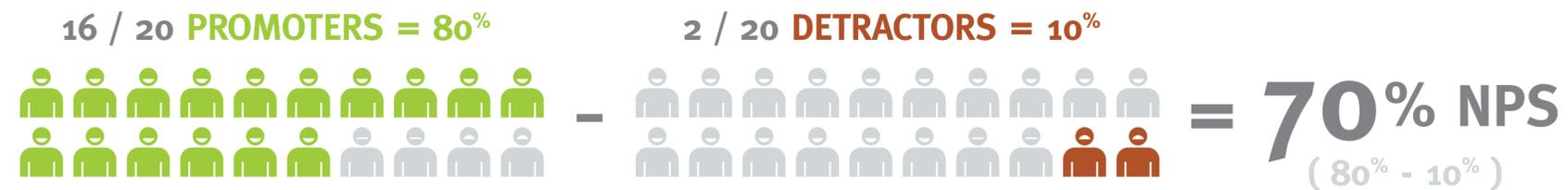
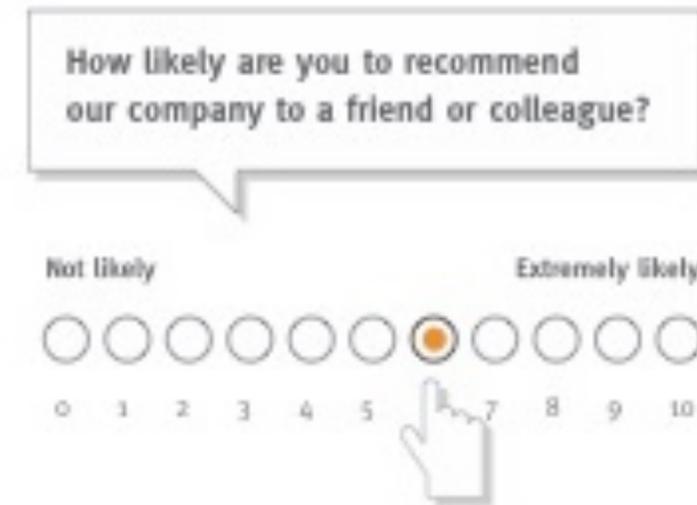
Promoters (give a rating of 9-10)



Passives (give a rating of 7-8), and



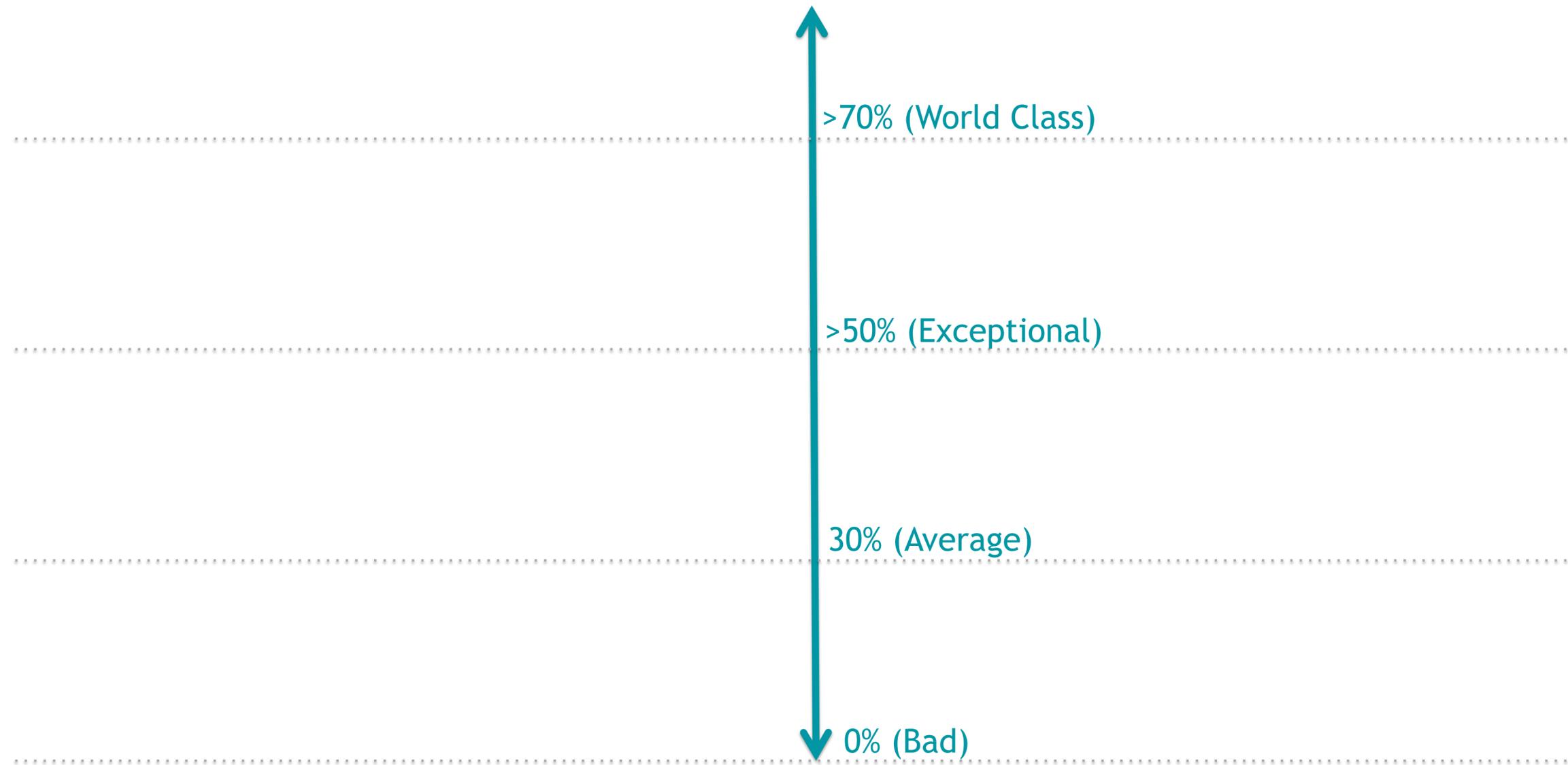
Detractors (give a rating of 0-6)



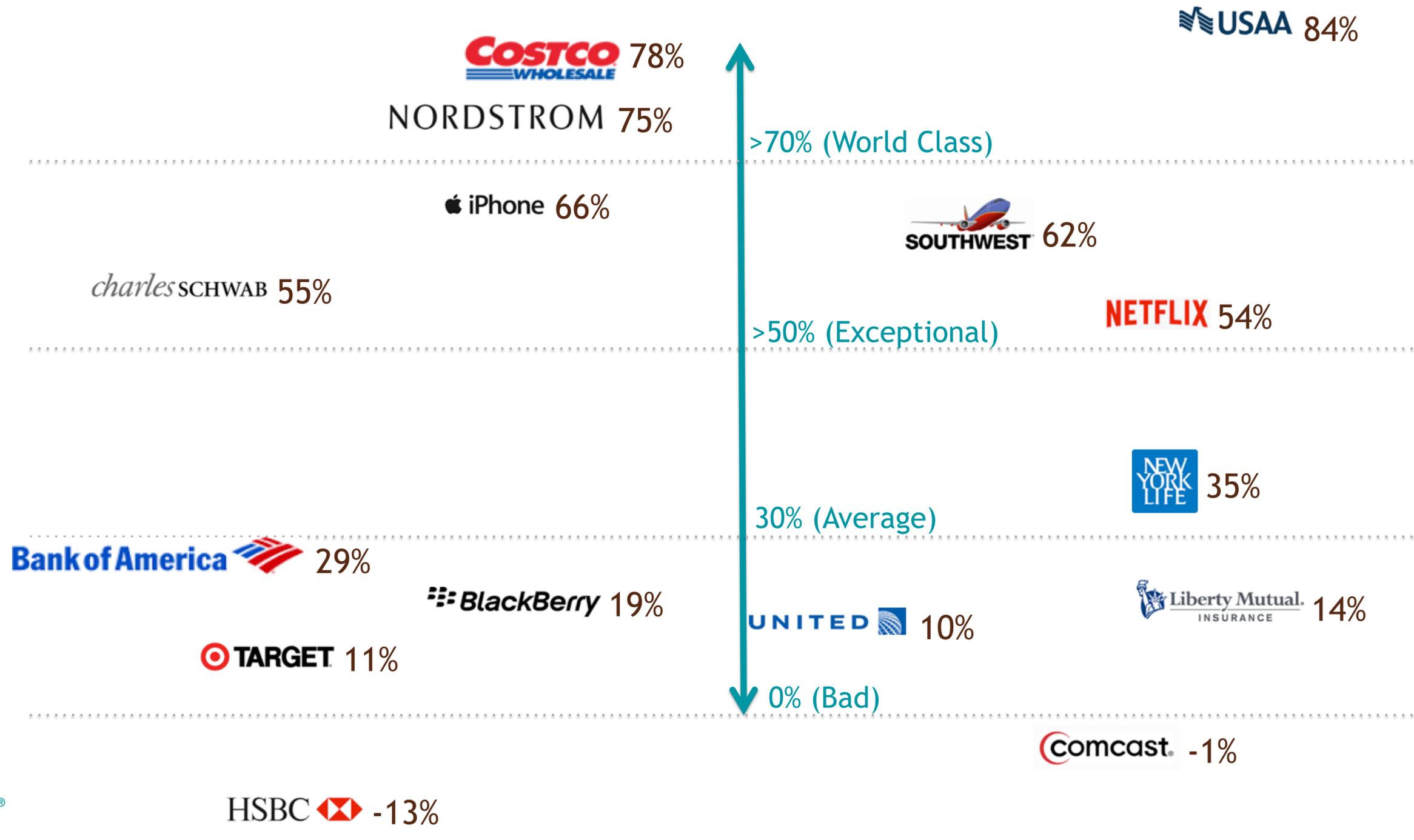
Why Net Promoter® Score?

- Directly tied to growth strategy for service firms - referrals.
- Single metric to benchmark against the industry and across other world-class service quality organizations.

Global NPS Standards



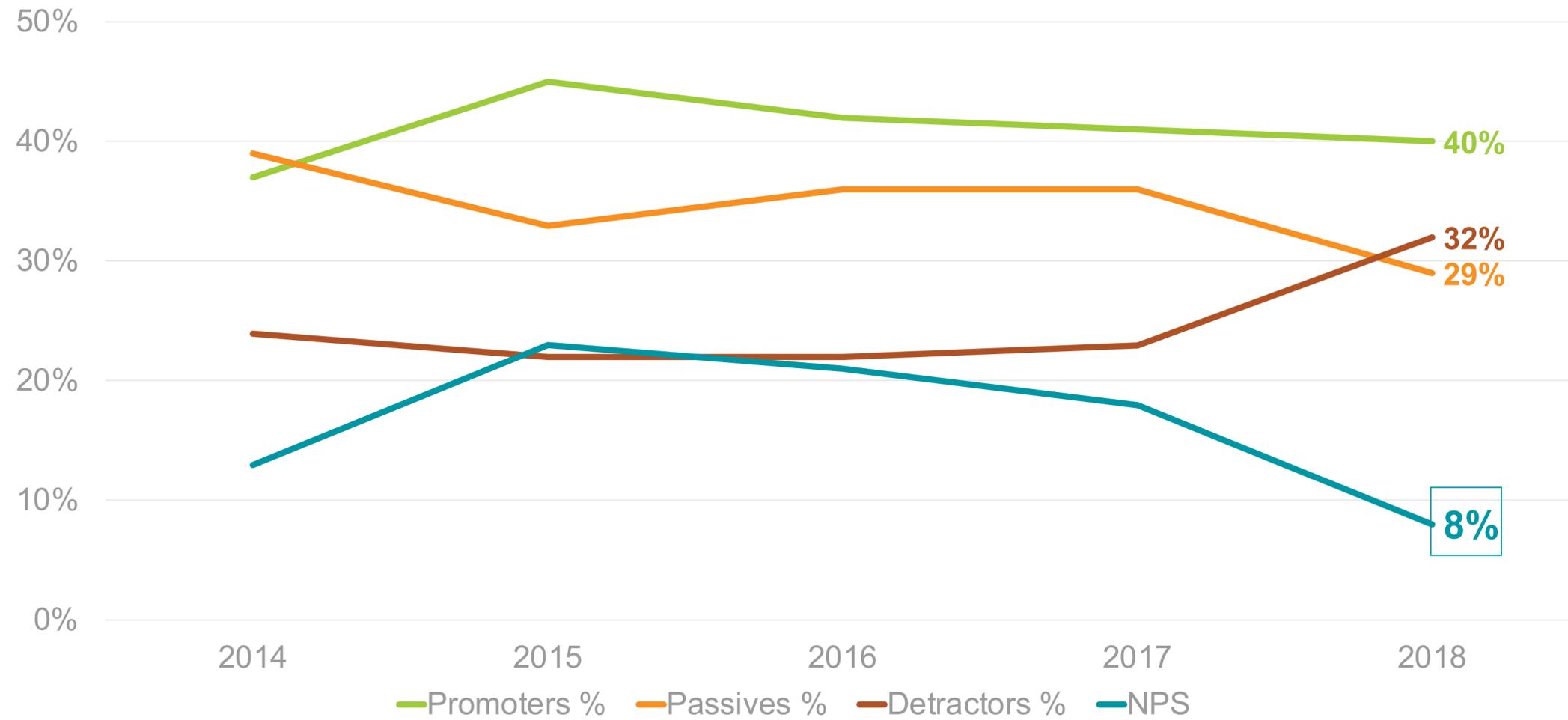
NPS Across Industries



Why NPS?

- Directly tied to growth strategy for service firms - referrals.
- Single metric to benchmark against the industry and across other world-class service quality organizations.
- Creates service awareness and makes service quality an accessible goal across the organization.
- Measures loyalty behavior as a proxy for client perception - helps client remove their own bias about what constitutes “good” or “great” service.

HR Services NPS - Industry Benchmark



The Impact of NPS at Xenium

How measuring client satisfaction has resulted in meaningful impacts on opportunity for growth (and profitability).



Creating awareness for
at-risk clients.



How client feedback can fuel a roadmap focused on improvement throughout the organization.



Myth: Satisfaction surveys are only meant to uncover things that aren't working.



Service as a Differentiator

How-to leverage client feedback in marketing and business development activities.



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xenium

What We Do Who We Are Events Resources Blog Get a Quote Clients

Client Testimonials

Each year, Xenium conducts comprehensive client service reviews. It is an important part of our continuous improvement process and identifies areas to refine and develop our programs. Here's what our clients are saying about us.

[About Xenium](#) | [Our Culture](#) | [Meet the Team](#) | [Join the Team](#) | [News](#) | [FAQs](#) | [Client Testimonials](#)

See how business leaders are rating us!

4.7 stars

clearlyrated™
powered by inavero

Based on 266 ratings by clients

Find out how we're helping small businesses transform their workplaces.

Success Stories

Critical Elements for Creating an ROI With NPS

CRITICAL ELEMENTS OF NPS

1. Leverage NPS as a diagnostic tool



2. Add an extra layer of accountability



“Shout Out”

Identify + celebrate service wins

Congratulations, Alisha!

Gary Mortensen (testmail@192company.com) from 192 Company gave Alisha the following shout out:

Alisha has helped me make correct and informed decisions on every personnel move over the last six years. She is the best!

Reporting Units:

Brand: 192 Company
Location: Philadelphia
Account Manager: Alisha

Tags:

Year: 2018

Account Type:

PEO

Why am I getting this email?

Your account is configured to send an email every time a shout out is received. To change this edit your Notification settings under the Account tab.

3. Find every opportunity to leverage client feedback



"I really appreciate how easy you and Xenium have made it for us to grow without HR concerns."

Josh Aller
Former Principal, Spot Metrix

"Saber participated in Xenium's PEO program for about five years. We relied on Xenium for outsourced HR, payroll, and benefits support. We used this model to go from 70 employees to 550 employees, which included an acquisition in 2006. The model allowed us to manage the overhead cost of our HR systems and focus on the strategic and operational side of building and managing a world class company. We were able to keep our employee systems and relationships in excellent order which contributed to the successful sale of the company. I highly recommend that acquisition minded companies consider the Xenium PEO program."

Nitin Khanna
Founder & Former CEO, Saber



"Our HR partnership with Xenium has become a streamlined and efficient part of the company. No longer do we dread handling HR issues as we are supported by a professional and informed team in Xenium."

Paul Hauer
President, Beaver Creek Cooperative Telephone Co.

"We are a third generation, seventy two year old family distribution business that is very similar to many other small businesses in that we want to focus on what we do best, sell product. Like most small businesses we are not large enough to have a Human Resources Department, Xenium Resources is our HR Department.

Xenium is our payroll and tax plans specialist, our employee benefit specialist, our preventative legal advice specialist, our employee handbook specialist, our safety committee specialist, our workers' compensation specialist and our source of advice for virtually all employee issue related matters.

Xenium is to me a very valuable component of our business in that they take the worries of HR issues off of my/our shoulders."

John Bradshaw
Owner, Portland Transmission Warehouse



"We love how quickly Xenium addresses our issues and appreciate their excellent advice. I cannot think of a single way that their service needs to be improved."

Christine Vernier
Vernier Software

"We rely on Xenium to provide expertise and guidance in human resources, payroll and related compliance issues. Being able to rely on Xenium as our human resource and payroll service provider minimizes the resource impact on our management's time and allows them to focus on our business – not HR."

Peggy Bremer
CEO and Vice President, Columbia River Knife & Tool



Leveraging Client Feedback

clearlyrated™

GET YOUR BUSINESS ON CLEARLYRATED →

FIND industry or company | NEAR city, state, zip/postal

xenium Xenium HR
of TUALATIN, OR

CLIENT RATING
★★★★★ 4.7 for this location based on 266 ratings by clients [Ratings Details](#)

Specializing in: Consulting, Payroll, PEO, Training

GET IN TOUCH

[VISIT THEIR WEBSITE](#)

email: info@xeniumhr.com | phone: [503-612-1555](tel:503-612-1555)

Xenium HR
7401 SW Washo Court, Suite 200
Tualatin, OR 97062
[View Map](#)

ABOUT XENIUM HR
Xenium HR is based in Tualatin, OR and has [1 location](#).

TESTIMONIALS

Company overall testimonials from clients

"I can count on getting good advise to any situation I am faced with, which is very helpful!"
A CLIENT ON NOVEMBER 13, 2017

"Xenium's services have been indispensable in improving our HR practices over the years. It's a pleasure to work with I aura

"Xenium HR has provided not only amazing service, but also piece of mind in knowing we're operating in the best way for employees."

A CLIENT ON NOVEMBER 10, 2017

"The attention and care given to us is tremendous. It truly feels like they work for us...like what you'd expect out of your employees."

A CLIENT ON NOVEMBER 10, 2017

"Xenium is very consistent and has helped us through many difficult situations."

A CLIENT ON NOVEMBER 10, 2017

4. Create a process that allows you to take action on feedback



FOLLOW UP



Questions?

Eric Gregg

CEO & Founder, Inavero

egregg@inavero.com



Anne Donovan

President, Xenium

AnneD@xeniumhr.com

