

Employee Experience Management

Are your employees motivated enough to deliver the best every day?

How can you strengthen employee commitment to maximise talent retention and development?

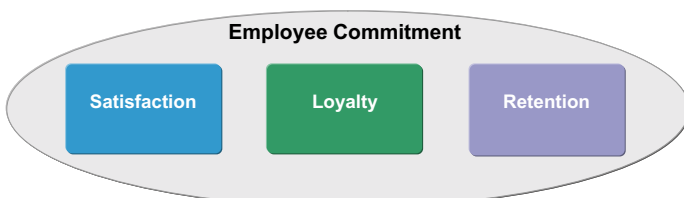
Do your company culture, organisational structure and leadership allow you to fully leverage your employees' potential?

Are your employees driven enough to meet your brand promise?

Employees are arguably the most valuable resource a company possesses and it is widely accepted that employee satisfaction and motivation are strongly linked to business performance. As a result, measuring employee satisfaction has become standard practice in most companies.

However, employee satisfaction is not enough to guarantee strong business performance. In times of constant change and in a challenging market environment, even a minor incident can negatively influence satisfaction. Under these circumstances, it is the loyalty and retention of employees that keep them committed.

Real commitment is formed by employees identifying with the company, its corporate culture and its organisational objectives. TNS helps companies develop working environments which satisfy and motivate their employees. This means employees remain committed to the company in the long term, even in a difficult economic climate.



Commitment stands for the attitude and the drive to dedicate oneself to a goal without reservations.



Our Expertise

TNS understands that managing the overall employee experience in line with employee expectations is fundamental to fulfilling a company's strategic objectives, strengthening its market position, maximising customer retention and building a healthy, dynamic organisational culture.

It is not unusual for today's companies to undergo change through a merger or acquisition. TNS can help you ensure that your process optimisation measures are continuously maintained, and that the organisational structure is adapted to the needs of a rapidly changing market.

Employee research is critical to creating and managing strong business performance within an organisation. To ensure long-term sustainability, it is essential for organisations to follow up results with effective communication from management to employees, root cause analysis, identification of key actions and the allocation of responsibility for their implementation.

Our experienced TNS Stakeholder Management consultants support you through the entire process, providing insights tailored to your sector through our world-class solution, TRI*M™.

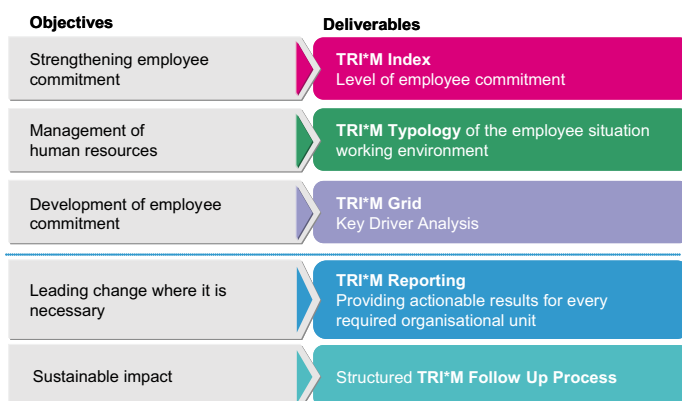
Our Solution

TNS has developed TRI*M™, a strategic management information solution designed to measure, monitor and manage multi-channel relationships and optimise your company's corporate reputation, employee and customer experience management.

TRI*M Employee measures the level of employee commitment for internal and external benchmarking and monitoring and offers an overview of the working environment in your company. By revealing strengths and weaknesses, it allows you to identify and prioritise actions necessary to optimise your human resources.

Our stakeholder management experts use a suite of employee research tools, such as an action monitoring portal, 360 degree measurement, management evaluation surveys and employee exit surveys. Combined with our employee commitment surveys, our tools can help you manage your human resources, from recruitment to exit, and create strong employer branding.

TNS is committed to using employee database management systems which strictly comply with Data Protection laws. We also provide automated reporting software, as well as online reporting capabilities.



TRI*M Employee Research helps you in achieving key Human Resources management objectives

TRI*M™ is a world-class solution which:

- allows holistic measurement, management and monitoring of stakeholder relationships
- is tailored to your company and specific stakeholder groups
- provides real insights to help detect any weaknesses and improve stakeholder relations
- monitors company performance over time, relative to its industry, country and region
- has extensive benchmarking capabilities, drawing on over 16,000 TRI*M™ studies worldwide
- has been used by over 1600 clients globally including 59 of the Fortune 100 companies in the past 3 years.

Why choose TNS

- Comprehensive Stakeholder Management research expertise with local experts across 80 countries
- Our research is underpinned by a world-class business solution to help optimise corporate reputation, employee and customer experience management
- Our Global TRI*M™ Centre is at the forefront of industry developments
- Proven ability to convert insight into action

About TNS Stakeholder Management

TNS provides insight and consultancy to help clients manage stakeholder relationships effectively through a holistic system based on measuring, managing and monitoring.

Our network of 400 stakeholder management experts worldwide provide highly tailored research designed to support you in effectively managing your relationships with stakeholders internally and externally.

TNS offers expertise to help companies increase customer loyalty, improve relationships with business partners, create employee commitment, develop efficient internal processes, build a healthy corporate reputation and ultimately ensure greater long-term profitability

About TNS

TNS is a global market information and insight group.

Its strategic goal is to be recognised as the global leader in delivering value-added information and insights that help its clients make more effective business decisions. TNS delivers innovative thinking and excellent service across a network of 80 countries. Working in partnership with clients, TNS provides high-quality information, analysis and insight that improves understanding of consumer behaviour.

TNS is the world's leading provider of customised services, combining sector knowledge with expertise in the areas of Product Development & Innovation, Brand & Communications, Stakeholder Management and Retail & Shopper. TNS is a major supplier of consumer panel, media intelligence and audience measurement services.

TNS is the sixth sense of business™

For further information or to discuss how TNS Stakeholder Management can help your business, please get in touch with your usual TNS contact, see our website www.tnsglobal.com, or contact:

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