



What we do

Beyond Now is an Employee and Customer Experience Measurement, Insight and Development Consultancy working with clients at the Strategic and Operational Levels to deliver World Leading Performance.

Beyond Now
Understanding Creating



How we do it

Using extensive research, Beyond Now has created a core E & CX platform – **BUILDS** – to define the key stages and elements of E & CX. This platform is delivered through a combination of models, specifically designed software tools, templates and dashboards; and through research and consultancy interventions. Within this the **EXpressions** framework drives a range of employee; internal; and external customer measures.

The Beyond Now approach is to work with C-Suites and with HR, Marketing, Strategy and Operations to identify E & CX positions and needs. From taking an understanding of what the vision for E & CX is; through assessing how mature the E & CX is; and what the internal and external measurements are coming out as — we then can help to design, develop and deliver change within the organisation's E & CX.



Why we do it

Quite simply because customer service is not good enough! Current measures of employee and customer feelings are not good enough! Many businesses and organisations need to not only deliver greater employee (including areas of well-being) and customer service; but to take this further to develop and deliver real employee and customer experience. This needs vision; recognition of what and how; understanding of internal buy-in as well as achieved performance; and development of continual improvement and learning. We do it because we want to see greater success...



Who we do it with

The Beyond Now approach and platform can be adopted by virtually any business or organisation that has employee and customers that matter to them. In today's competitive and transparent world – points of differentiation between businesses are difficult to maintain, and organisations are coming under constant scrutiny to be cost efficient, employee attractive and customer effective.

Beyond Now offer that outside-in perspective – using extensively and scientifically researched methods and measures to help the business or organisation to get ahead and stay ahead. An old cliché; but our **BUILDS** model starts with the business and ends with sustainment. ***Is it time** your business or organisation took a fresh perspective with regards to customers and those delivering for customers?*



What next?

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Or call the UK MD on +44 (0) 7968 168855. See us on Linked In or look out for articles from Gary Martin Cook...