

# CLIENT RESULTS

If client satisfaction is important in your business, imagine how vital it is in ours. We helped these clients succeed with improved service performance and more sustainable service cultures. Contact us to learn how we can help you.



## Changi Airport

Aviation | Singapore

Service turned Singapore's busiest departure point into a one-of-a-kind, award winning destination.

54 Million passengers per year.  
200+ stakeholders, 32,000+ employees.  
"Most Awarded Airport in the World"



## Xerox

Technology | Middle East

Market leader known for quality and sales performance. Deployed UP programs to differentiate based on service and turn complaints into loyalty.

Immediate boost in employee motivation. 53% gross profit growth and 52% net profit growth in 12 months.



## Globe Telecom

Telecom | Philippines

Telecommunications giant using service culture as a differentiator. Increased market share and achieved best ever financial results in 18 months.

Largest mobile network in the Philippines.  
UP course and tools taught to all 8,500 employees and partner network.



## Air Mauritius

Airlines | Africa

National airline returned to profitability and achieved prestigious 4 Star Skytrax rating in 24 months.

Whole organization, high intensity "Stepping UP Together" program. Engaging 3,000+ employees, unions, partners, and national community.



## Nokia Siemens

Telecom | Global

Increased profitability, customer loyalty, and employee engagement scores, while reclaiming market share.

60,000 employees.  
125 Certified Change Leaders.  
Service education in 15 languages throughout the world.



## First Gulf Bank

Financial Services | UAE

One of the fastest growing banks using UP methodology and courses to engineer a 'Service First' culture, and deliver their new brand promise.

40+ Certified Change Leaders,  
5,000+ employees, 8 countries.  
Awarded 'Best Bank in the UAE'.



## LUX\* Resorts

Hospitality | Global

Used uplifting service to redefine luxury while saving costs in the competitive island tourism industry.

9 island resorts. 3,000+ employees.  
22% increase in TripAdvisor scores.  
Highest room rates and occupancy levels in the industry.



## Microsoft Corp

Technology | Global

Global leader in software and hardware maintains a competitive advantage with customers and partners worldwide.

UP education and tools used to engineer and improve Customer and Partner Experience.  
101,000 employees, 600,000 partners.  
60+ Course Leaders certified.



## SingTel

Telecom | Asia

Using UP methodology and education across the Group. 40 Certified Change Leaders, 10,000+ employees.

Went from worst to best in CSAT in the country in 12 months.  
Highest ever Net Promoter and employee engagement scores.



## Parkway Health

Healthcare | Asia

One of Asia's largest healthcare providers embedded UP education programs and service tools into the operating system across hospitals.

Dramatic improvement in NPS scores and cost savings. Increased focus on increasing what patients value and on reducing waste.



## HBL Bank

Financial services | Pakistan

The largest bank in Pakistan increased customer loyalty and satisfaction across a vast geography in one year.

More than 1,500 branches.  
Domestic market share over 40%.  
Service education for 11,000+ employees, using 40+ Course Leaders.



## CapitaMalls

Real Estate | Asia

An extensive real estate network known for stunning architecture and expansive shopping options uses service as a sustainable competitive advantage.

More than 100 shopping malls in 52 cities. 3,500 employees.  
Blended learning implementation.



## NIIT Technologies

Technology | India

Software and systems integration company increasing employee engagement and inspiring new ideas to deliver greater value to customers.

Serving global customers across industries. More than 80 Certified Change Leaders engaging 10,000+ employees.



## Marina Bay Sands

Hospitality | Singapore

Iconic integrated resort successfully trained every employee in four months, dramatically improving customer experience and internal service.

2,600 rooms, 1.3M square feet of convention space. 10,000+ employees.  
24% increase in TripAdvisor scores.

"The UP! Your Service methodology is changing the way we serve our customers and making a difference across the Group."

Yuen Kuan Moon  
Chief Executive Officer, Singtel

"The UP methodology is simple, pervasive, and lasting. Building a service culture requires a long term view. You need a toolset you can count on."

Andrew Hurt  
General Manager, XEROX