

96% Productivity Gain With Angus AnyWhere Survey Tool

“We are very happy with the survey tool which has not only fulfilled our survey needs but also made us more efficient as an organization. Knowing the key concerns our employees have allows us to change procedures or improve certain areas and ensure employees are happy with the level of service provided. The Angus AnyWhere Survey tool is an indispensable tool in our operations as we continue to strive to deliver the highest service levels to employees.”

Eric Sherman, Consultant, Process Management, Nationwide Insurance

Summary of Key Facts

Client: Nationwide Insurance

Benefits:

- » Fully automated survey process
- » 96% productivity gain
- » Improved organizational efficiency and customer service
- » Increased tenant satisfaction

The Challenge

The Corporate Real Estate Department at Nationwide Insurance is committed to ensuring the highest level of satisfaction with its building and services. **“We strive to ensure our entire portfolio across the United States is maintained as efficiently as possible while also providing the highest standard of service to our employees.”** explains Eric Sherman, Consultant, Process Management, at Nationwide Insurance. **“To do so, we collect metrics on service and employee satisfaction levels by carrying out regular employee surveys. Regular surveys are the only way to know if our employees are happy with our service levels or not.”** Sherman further explains.

To collect tenant feedback and track satisfaction, Nationwide used a manual survey process which proved to be inefficient and very time consuming. **“We were using a manual process and independent systems to manage different aspects of surveying. Our Angus AnyWhere® Tenant Request module served as the contact repository and a third party system was used to create and send the surveys. When the feedback was received, it was**



The Client

Nationwide Insurance, a fortune 500 company based in Columbus, including auto insurance, motorcycle, boat, homeowners, life Ohio, is one of the largest and strongest diversified insurance and insurance, farm, commercial insurance, administrative services, financial services companies in the world. The company provides annuities, mortgages, mutual funds, pensions, long-term savings a full range of personalized insurance and financial services plans and health and productivity services.

manually compiled and analyzed and then shared. The process was broken up and not at all practical. In addition, it was very time consuming – we were spending approximately 77.5 hours a month on the process.” states Sherman.

Nationwide recognized the need for a more efficient process and fully integrated and automated survey system to provide complete control over surveying – from targeting respondents to customizing surveys by region and location to compiling feedback. In addition, the company required a real time view of survey feedback and the ability to promptly address dissatisfaction.



The Solution

Ultimately, Nationwide, a long time customer of Angus Systems using Angus AnyWhere® in its locations totaling over 6 million square feet, decided to move to the Angus AnyWhere Survey tool.

Besides automating the survey process, the Survey tool allows Nationwide to distribute highly customizable Web-enabled surveys to employees upon completion of a work order. Because the Survey tool is integrated with the Angus AnyWhere Tenant Request module and utilizes Nationwide's property location and tenant data, survey results can be easily detailed and reported on by contact and location. Sherman reports **"Being able to tie surveys and work order completion to specific employees at selected locations provides tremendous value and is a key reason we selected the Angus AnyWhere Survey tool."**

Additionally, Management can view results in real time and leverage the capabilities of Angus AnyWhere to ensure any problems and issues are dealt with quickly. "The Notifications functionality within Angus AnyWhere provides us with the ability to escalate surveys and act on survey feedback in a timely fashion. Our Regional Property Directors are immediately notified by email when a survey respondent indicates dissatisfaction. Survey escalation is extremely valuable for us – by dealing with dissatisfaction quickly we can defuse problems ensuring that employees are happy and concerns are dealt with immediately."

The Results

Nationwide has been using the Survey tool for over six months and has met their key objectives. They have **successfully automated the complete survey process, done away with multiple systems** and have seen a **96% productivity gain** as time spent each month on the survey process has been drastically reduced from 77.5 hours to 2 hours. Additionally, they have noted **increased satisfaction** as a result of **improved customer service** and **improved organizational efficiency**.

Sherman states **"We are very happy with the survey tool which has not only fulfilled our survey needs but also made us more efficient as an organization. Knowing the key concerns our employees have allows us to change procedures or improve certain areas and ensure employees are happy with the level of service provided. The Angus AnyWhere Survey tool is an indispensable tool in our operations as we continue to strive to deliver the highest service levels to employees."**

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Eric Sherman, Consultant, Process Management,
Nationwide Insurance

For more information, please contact **1.877.442.6487**, email **info@angus-systems.com** or visit **www.angus-systems.com**.