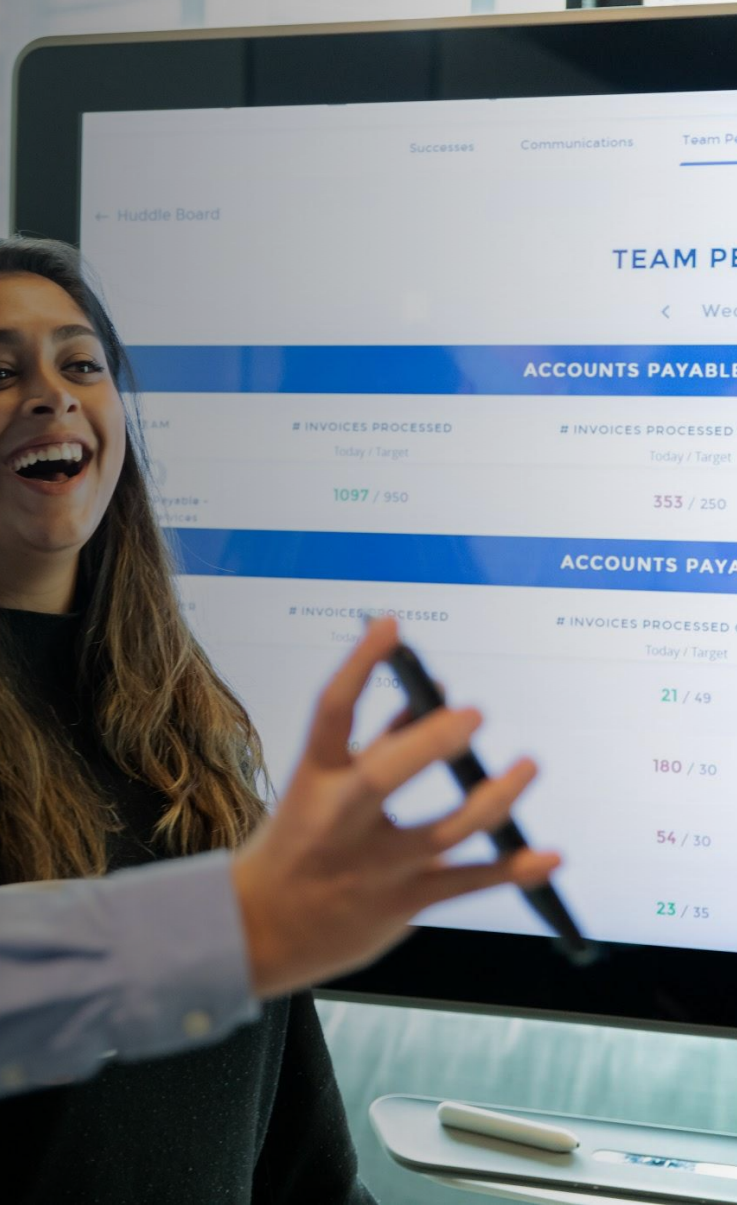


Perform Plus™

Star performers made here

Perform Plus changes the way employees engage, have fun, and excel at work.

By marrying PwC's Perform coaching program with smart technology and data we're creating highly connected, highly engaged workers. That means more star performers driving stronger business outcomes for our clients.



Making Lean Lovable

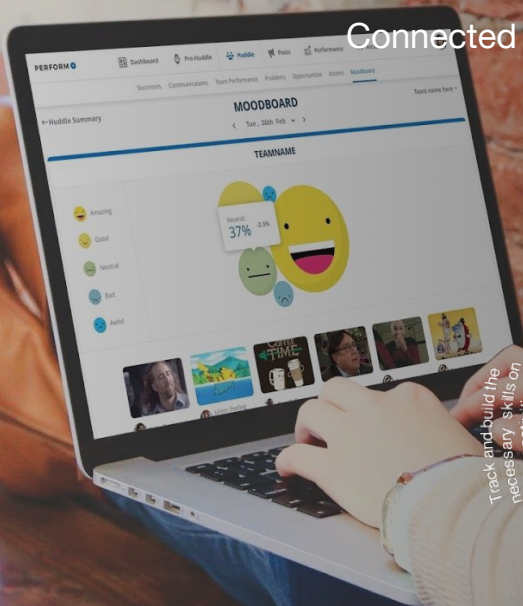
Perform Plus is an award winning operational excellence coaching programme.

Over a period of 12 weeks we work face to face with managers and their teams to increase their capability and shape new work habits by introducing them to 10 tools. We introduce the tools around normal daily activity, so they become part of the team's day to day job from day 1.

Perform Plus is both approachable and accessible. A true collaborative consulting experience to our clients.

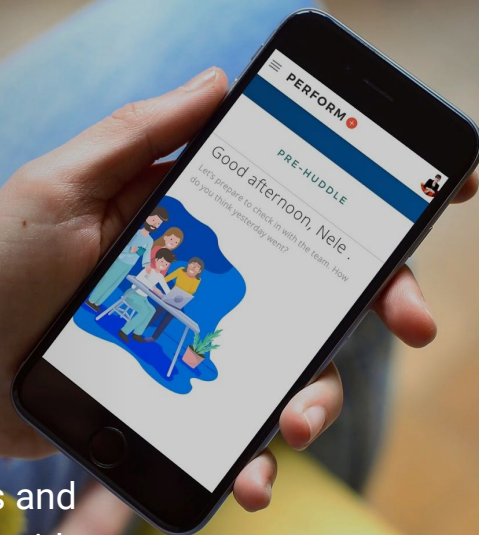
Create capacity, drive performance and build capability to foster a continuous improvement culture and sustaining benefits for your business & customers.

Connected Teams. Engaged Workers. Enterprise wide Visibility.



Connectivity

Perform Plus brings workers together. Teams share insights and information to bring enterprise-wide continuity and connection in a mobile world.



Link up workers

Keep everyone looped in and included with “anywhere 24/7 access” that creates better communication, contribution, and community – regardless of an employee’s location.

Troubleshoot together

Share and compare ideas with other teams, gain enterprise-wide context, and speed up problem-solving by opening queries across the entire organisation.

Create mentorships

Pair employees with subject matter superstars to increase peer-to-peer training and upskilling, and create “go-to” resources by sharing leading practices, new standards, and expert insights off and online.

Engagement

Perform Plus' gamification unlocks team members' potential. Up competitiveness. Motivate actions. Reward achievement. And brings excitement to the everyday, with personalised goals, levelling up, and meaningful rewards.



Gamify performance

Reward high achievement and reduce performance variations with game mechanics like shoutouts, spotlight competitions, top performers and meaningful rewards. We tailor the coaching and design to your organisation and the culture you want to create.

Build community

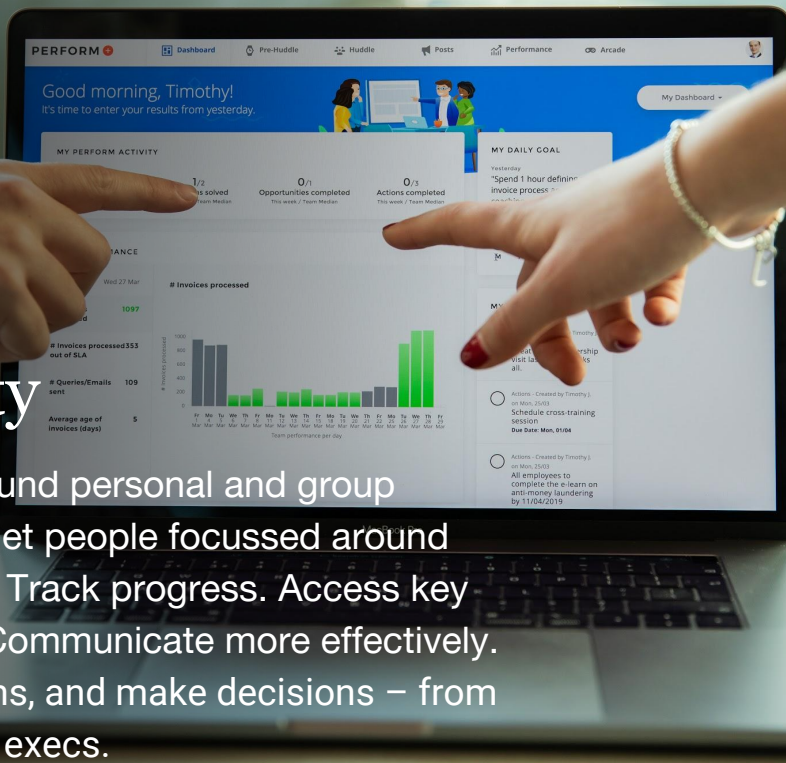
Pit teams against each other with peer-to-peer challenges that shape qualitative behaviours. Socialising performance creates accountability and makes achievement something to shout about.

Inspire development

Help employees visualise their journey and improvement by creating new levels for them to aspire to. Involve them in setting individual or team missions, and watch them become masters of their own performance.

Visibility

Coaching around personal and group dashboards get people focussed around shared goals. Track progress. Access key information. Communicate more effectively. Solve problems, and make decisions – from employees to execs.



Live updates

Get real-time performance updates and data. All information is readily accessible and easy to understand, for faster, proactive responses.

User-specific dashboards

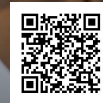
Gain up and downline visibility so leadership can create healthy competition with peer-to-peer challenges. All for full transparency that leads to measurable self-improvement.

Actionable data

Drill down into team and individual team members' KPIs and more, switching between views. Detailed snapshots turn data into meaningful coaching dialogues and smarter, more strategic decisions.



Perform Plus has built a fan base, not just a client base



Scan/Click for client video

Hear from Sage's Chris Rauch how driving the success of their customers is a key commercial imperative for Sage and how Perform Plus has helped them. It has given the Sage agents a voice.

Sage

Contact Centre looking to improve their declining customer retention rate and increase revenue in the UK & Ireland

70%

capacity uplift

2%

uplift in renewal rate

52%

uplift in revenue

Haringey Council

Adult Social Care aiming to drive productivity and quality of service while connecting a dispersed workforce

39%

capacity uplift

54%

uplift in social work closures

20%

more users signposted by the First Response team

Staffing firm

Front Office driving gross profit through improved productivity and staff engagement

44%

capacity uplift

75%

uplift in angel drops

22%

increase in total gross profit

Want to know more?

Jeffrey Patton

Partner – Perform Plus

+44 774 024 1000

jeffrey.patton@pwc.com

Nele Van Buggenhout

Director – Perform Plus

+44 772 563 2502

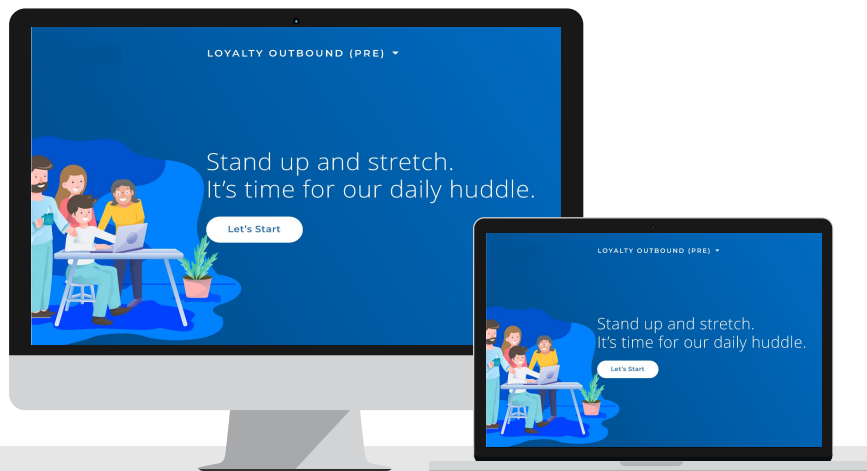
van.buggenhout.nele@pwc.com

Thomas Knight

Manager – Perform Plus

+44 770 356 3735

thomas.l.knight@pwc.com



At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 157 countries with more than 223,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com.

© 2019 PricewaterhouseCoopers LLP. All rights reserved. In this document, "PwC" refers to the UK member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details.