

Measure the performance level of your services and the satisfaction of your users.

All the advantages of a generic platform...



Autonomy

Interview?! is installed in your business or hosted on our servers.

In total security you can create, test, distribute, and directly manage your questionnaires, surveys and barometers.



Tools

Your email, your intranet and your website: all these vectors allow you to reach dispersed statistical population without delay, and at a reduced cost. You can interface Interview?! and Dataview?!@ with your own process and databases.



Gathering information

Integrate information gathering into your decision process. You can follow the actions: precise information is collected at the right time from the right people. Interview?! integrates itself into your process and your computer system.

... combined with a specific expertise

A **quality assistance** ranging from methodological reflection to the creation of **summarization ratings** and the production of performance indicators. **Exploitable survey examples**, the opportunity to compare your organization's results with those of other businesses, and to be able to foreground essential points.

The ability to construct specific restitutions to your requirements, measure the impact of studied aspects, to sustain the Dataview?!@ infocenter which can be controlled via your internet browser and easily accessible,..., you will be implementing the capacity to monitor and manage, essential for your business field.



Applications

- User satisfaction assessment
- Hotline satisfaction
- IT Management performance levels assessment
- Project monitoring
- IT infrastructure updates
- Invitation to tender preparation
- Budget optimization



Consulting and methodology

The EFM approach

Interview offers its clients a global approach that follows the **EFM method** (Enterprise Feedback Management).

Objectives: to obtain overall feedback from those who play a part in the success of your company, such as your clients, your employees, your partners and your suppliers.

Our complete offer gives you access to:

- Methodological advices
- Information collecting and distributing software
- Help with the implementation

Satisfaction monitoring, benchmark, sampling, analysis reports, help with the development of action plans, barometer, summaries: so many areas where our survey department will develop a partnership with you for a long term objective.

contact

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Information rapidly found out, collected and used.

You propose a quality service to your users: measure and monitor the evolution of this quality by creating factual, reliable and recurrent indicators.

Our proposition guarantees you the ability to follow homogeneous criteria and to obtain an immediate vision of the results, either in a consolidated manner or in detail. This is useful for all your users, both in France and internationally.

With Dataview?!®, you can even share these results with department Heads (hot line, exploitation, installation support ...). You can also evaluate the evolution of a project (see testimony), see how your intranet is used, prepare an update of your IT infrastructure or an invitation to tender hardware...

The solutions offered by Interview Corp. are able to respond to these different needs by being innovative yet pragmatic, with a methodology and an experience approved by the most prominent businesses. Reliability and simplicity of deployment are fundamental criteria for our products.

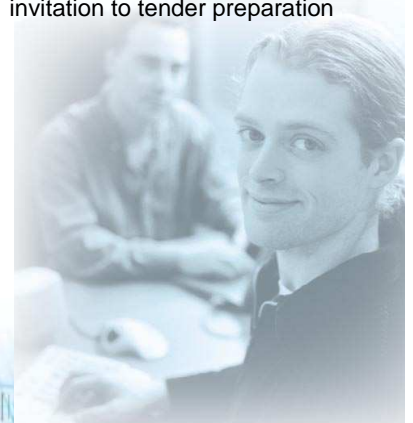


Aide à l'élaboration de plans d'actions

Point fort	Point à surveiller	Point faible	Impact Satisfaction (0-10)	% Totaux	% Insatisfaits	Part. France	Score Client Totaux (25%)	Ev. ac./ Objectif (25%)	Ev. ac./ Objectif (25%)	Ev. ac./ Objectif (25%)	Ev. ac./ Objectif (25%)
Actual	+++	---	39%	20%	40	-5	-15	-	-	-	-
Information EFM	++	---	35%	3%	40	-5	-3	-	-	-	-
Capacité de résolution	++++	---	35%	0%	400	11	-	-	-	-	-
Satisfaction globale			32%	9%	40	7	-4	-	-	-	-

They trust us

- France Telecom
Computer System satisfaction, internal satisfaction
- Michelin
Hotline satisfaction
- MGE UPS
Computer system quality, IT system update management
- SOMFY
IT management performance levels
- AIR FRANCE
Computer service use (international barometer)
- APICIL-GIPS
Computer Systems Satisfaction and mirror survey
- SCHNEIDER ELECTRIC
Project rollout
- ALCAN
Computer Services supplier monitoring, invitation to tender preparation



Testimony



Henri-Jean Mallen
Logistical Management
Schneider Electric
France

Context: Monitoring barometer in the sphere of managing an SAP project.

What were the results?

The response rate is between 70 and 90%. I can clearly distinguish, for example, any lack of information, misunderstandings, disagreements, satisfactions, etc. In short, this helps me to have a healthy vision of reality. To put the obtained results into use, the site directors are invited to "adopt new approaches".

How would you conclude?

This tool is priceless. It obliges you to know what you are looking for and allows you to organize immediate actions based on the information gathered.