

Employee Experience Management Platform





“Make enterprises
experience data
driven, leading to
more smiles and less
time wasted”

Vision

Happiness drives us.

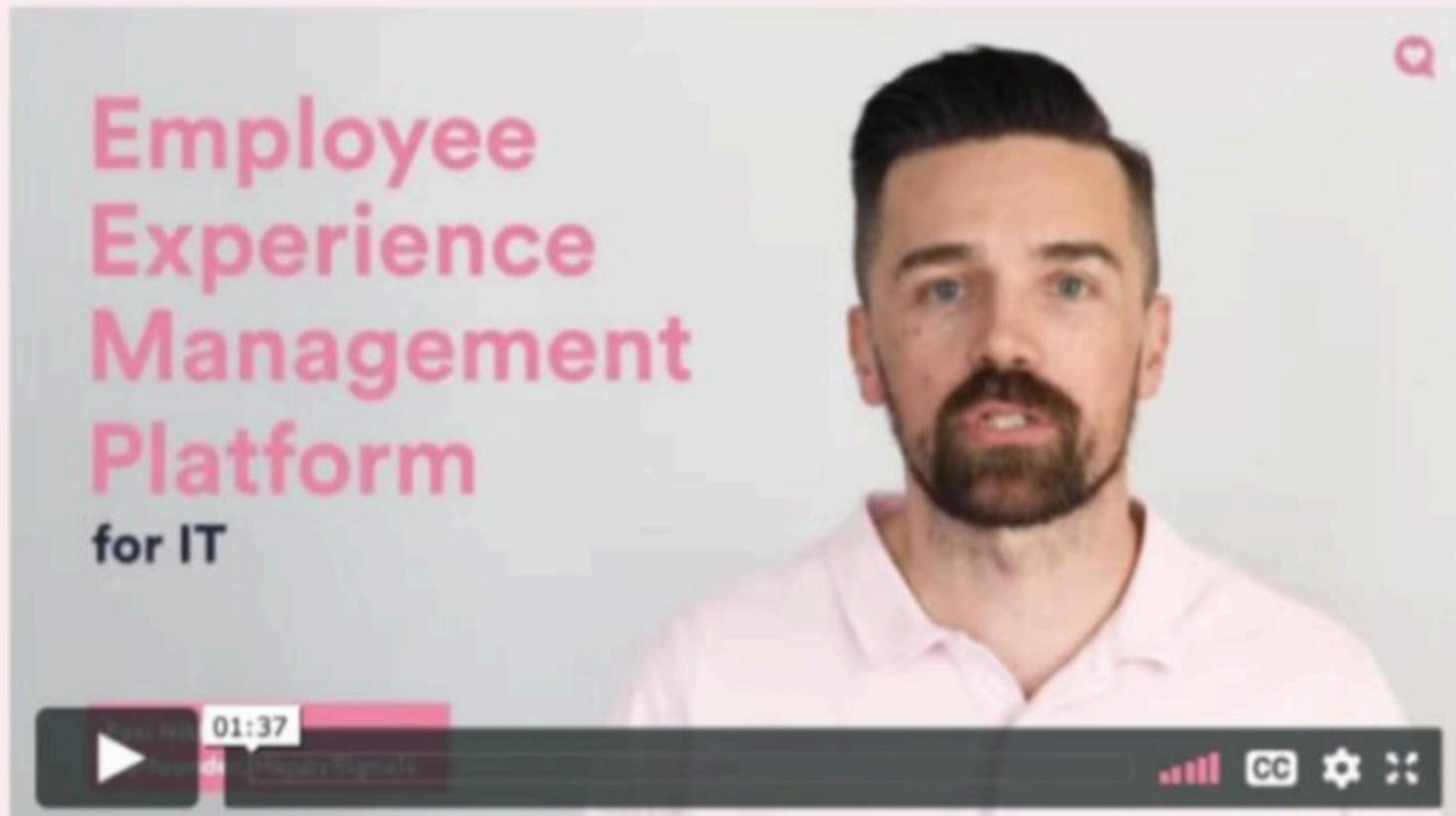
We make experience data visible, understandable and connected to operational data in IT, enabling enterprises to change their culture to be more open, outcome focused and data-driven. This saves time and money.

Our customers have been able to make employees happier and increase productivity by 26%. This is why we exist.

Mission

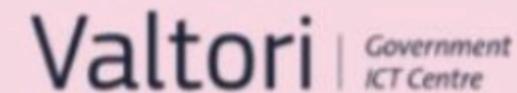
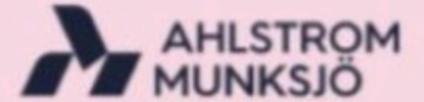
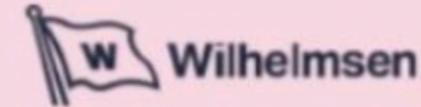


Leading Experience Management Platform for IT and Service Management

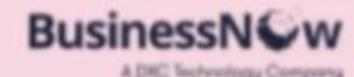
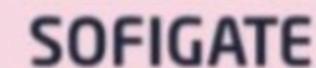


[Learn in 1 minute, the principles of HappySignals](#)

Customers



Partners



Challenges IT is having today



Focusing on output of IT leads to

- Bad reputation of IT experience
- No central view of IT happiness
- No common focus for IT
- Lack of control with Partners
- Unable to quantify end-user Happiness and Productivity
- Making decisions on Gut Feelings

“Watermelon” (green on the outside but red on the inside) effect means that Service Desk providers metrics are meeting defined targets, but the end-users are dissatisfied with the service received.



**Chris Woods, CIO,
Campari Group**

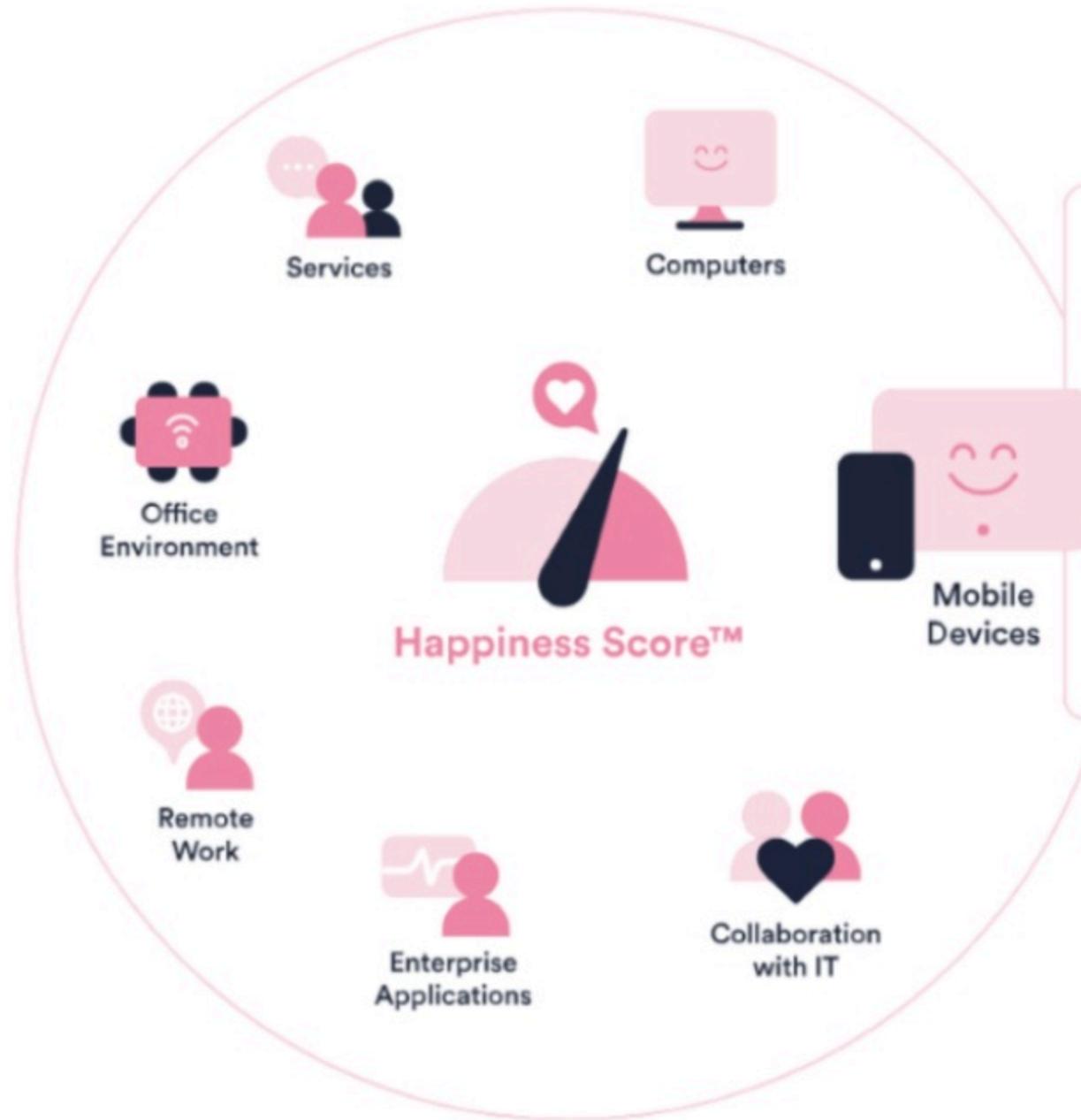
**“A CIO without
Experience Data is
like a Sales Manager
without CRM data”**

Our customers
have been able to
increase
productivity
by 26%

Started using
HappySignals



Happiness Score™ data reveals IT end-users happiness and productivity



WHAT PEOPLE SAY?



Happiness Score™ Benchmark is the benchmark data compiled from the continuous measurement of all HappySignals customers comprising of over 2 million end-user responses across 130 countries



1. Measure

Knowing what experiences your employees are having already today, is critical. Getting high volumes of Experience Data continuously and combining it with your Operational Data is the key.



2. Share

Sharing Experience Data with colleagues, partners, vendors and stakeholders in real-time, will help you to co-operate to reach common goals.

4. Improve

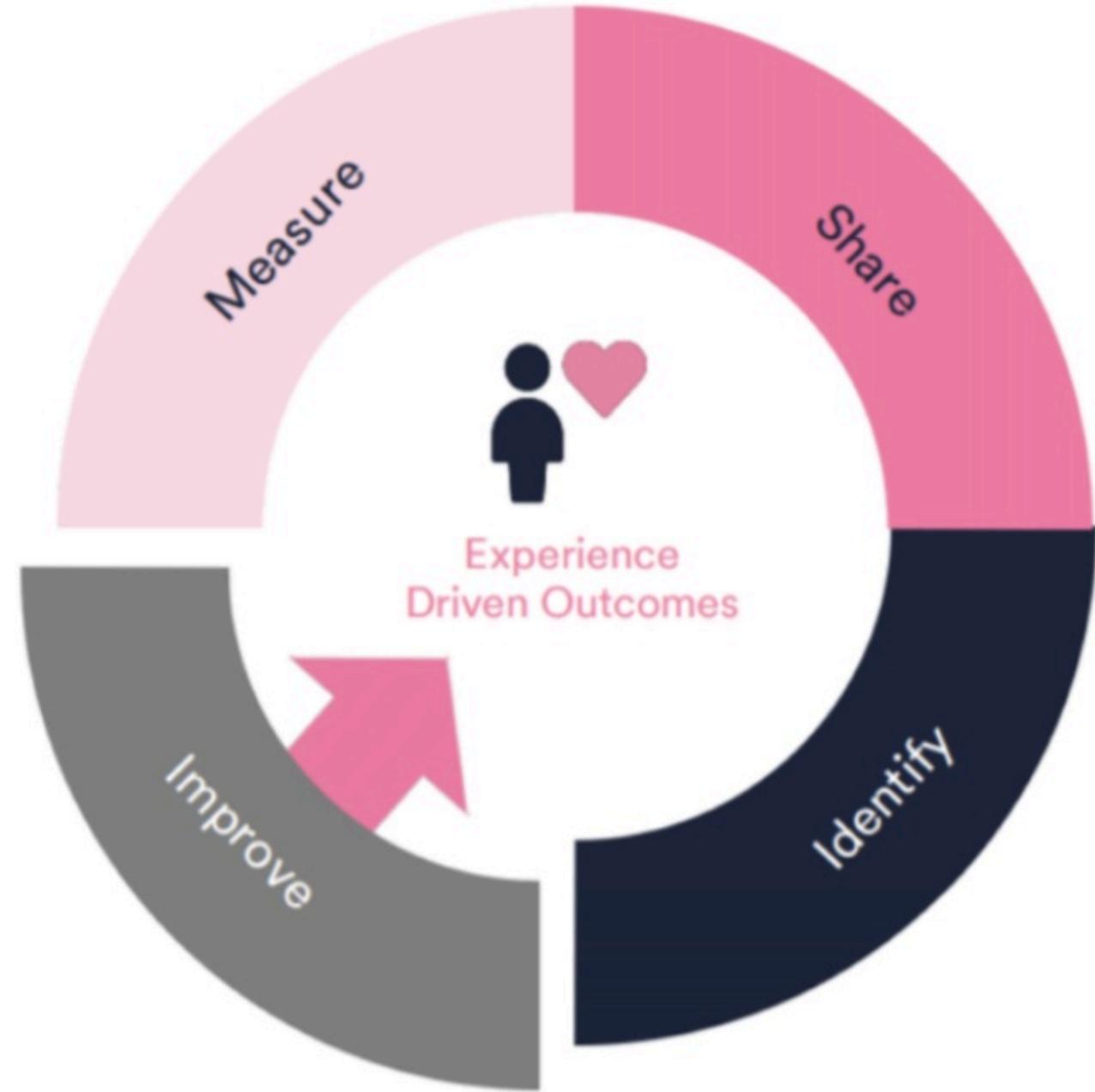
With everyone focused on the same goal, outcomes can be achieved and success celebrated. Our customers have been able to improve productivity by 26 %.

3. Identify

From gut feelings to data-driven decision making, an experience-driven IT department is created. From SLAs to XLAs.

HappySignals Approach for Experience Management

Measure, Share, and Identify



Offering

IT

IT Experience

Devices, Applications, Remote Work
and Office Environment

S

Service Experience

Ticket-based experience in
Service Management

P

Portal Experience

Self-Service Portal Experience

Measure

Share

Identify

XMP

Experience Management Platform

Provides the sharing, analytics and benchmarking platform for all
the areas you want to measure in your IT



IT Experience

Drive IT from end-user experience perspective



Laptops and Computers



Mobile Devices



Enterprise Applications



Office Environment

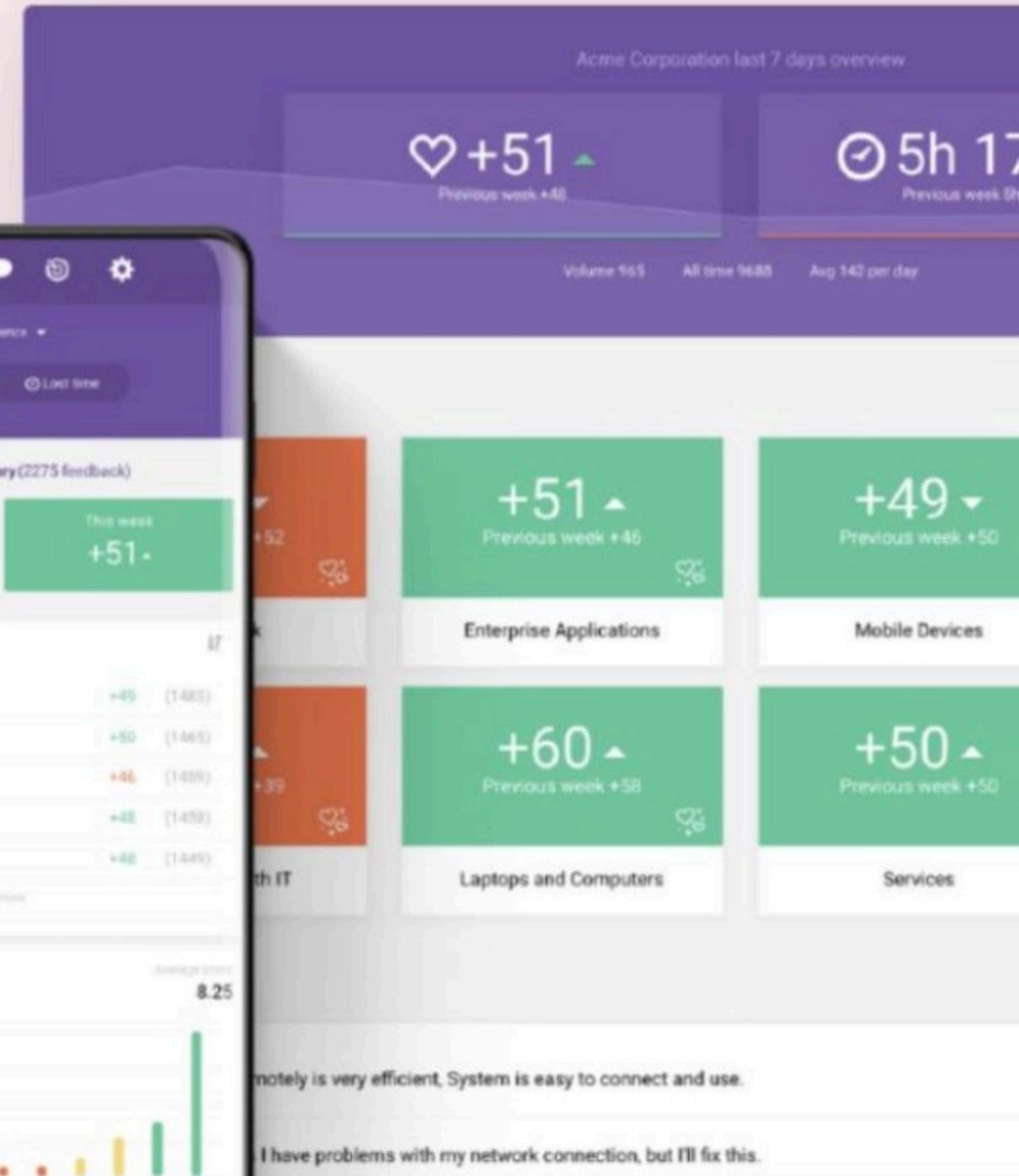
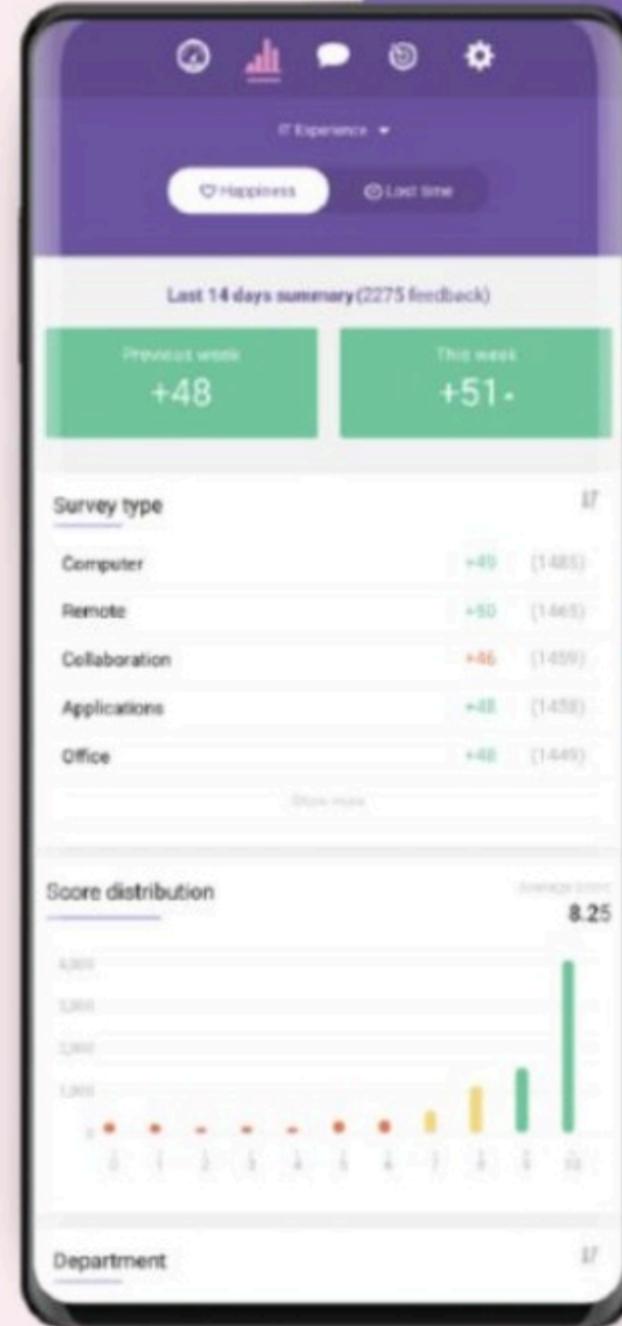


Remote Work



Collaboration with IT

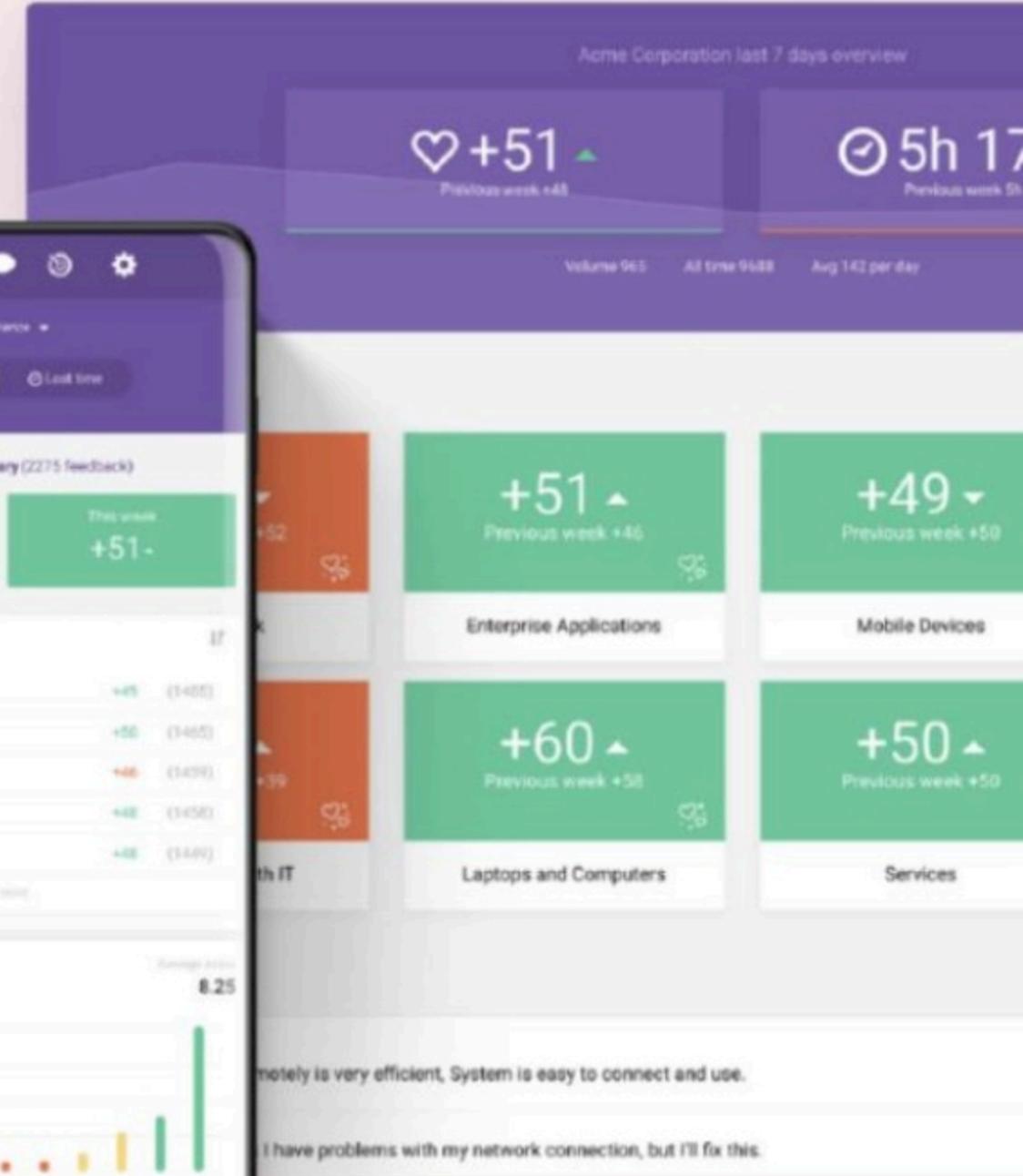
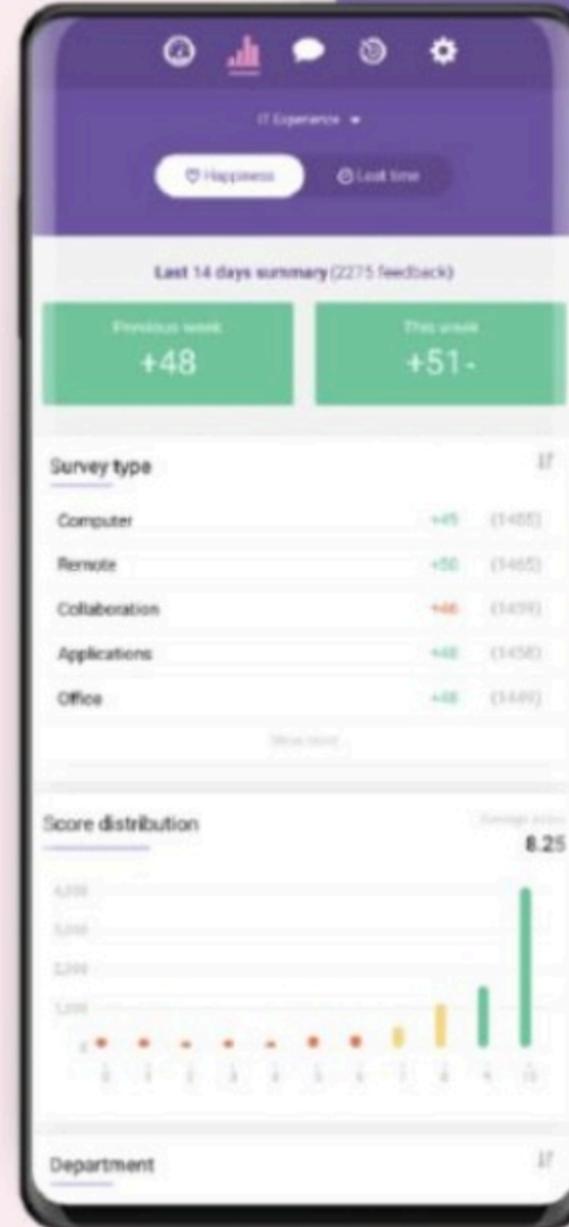
- IT Experience Management for CIOs and IT departments
- Understand where end-users struggle and lose productivity
- Show the true value of IT to all business stakeholders
- Continuous Measurement, no more yearly surveys



Thank you

You can find our contact information at our website and all the product information.

happysignals.com



Experienced Management Team



Founder

Chief Executive Officer

Sami Kallio



Founder

Chief Growth Officer

Pasi Nikkanen



Founder

Chief Technology Officer

Sami Aarnio



VP Global Sales

Sean Campbell



VP Product

Helena Lindberg



VP Customer Success

Niku Yliluoma

Our investors:

NAUTAPITAL

VENDEP
CAPITAL



Uniques



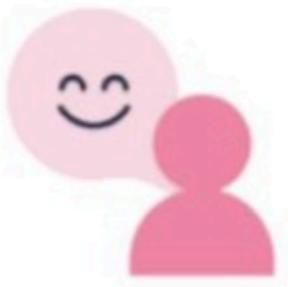
Benchmarking



Productivity Measurement



Real-time Global Reporting



Agent View in ServiceNow



Research Backed Surveys



Multi-Language



End-user Profiling



ServiceNow Certified



Customer Success



It's pink



Service Experience

Experience Level Management for ITSM



IT Incidents

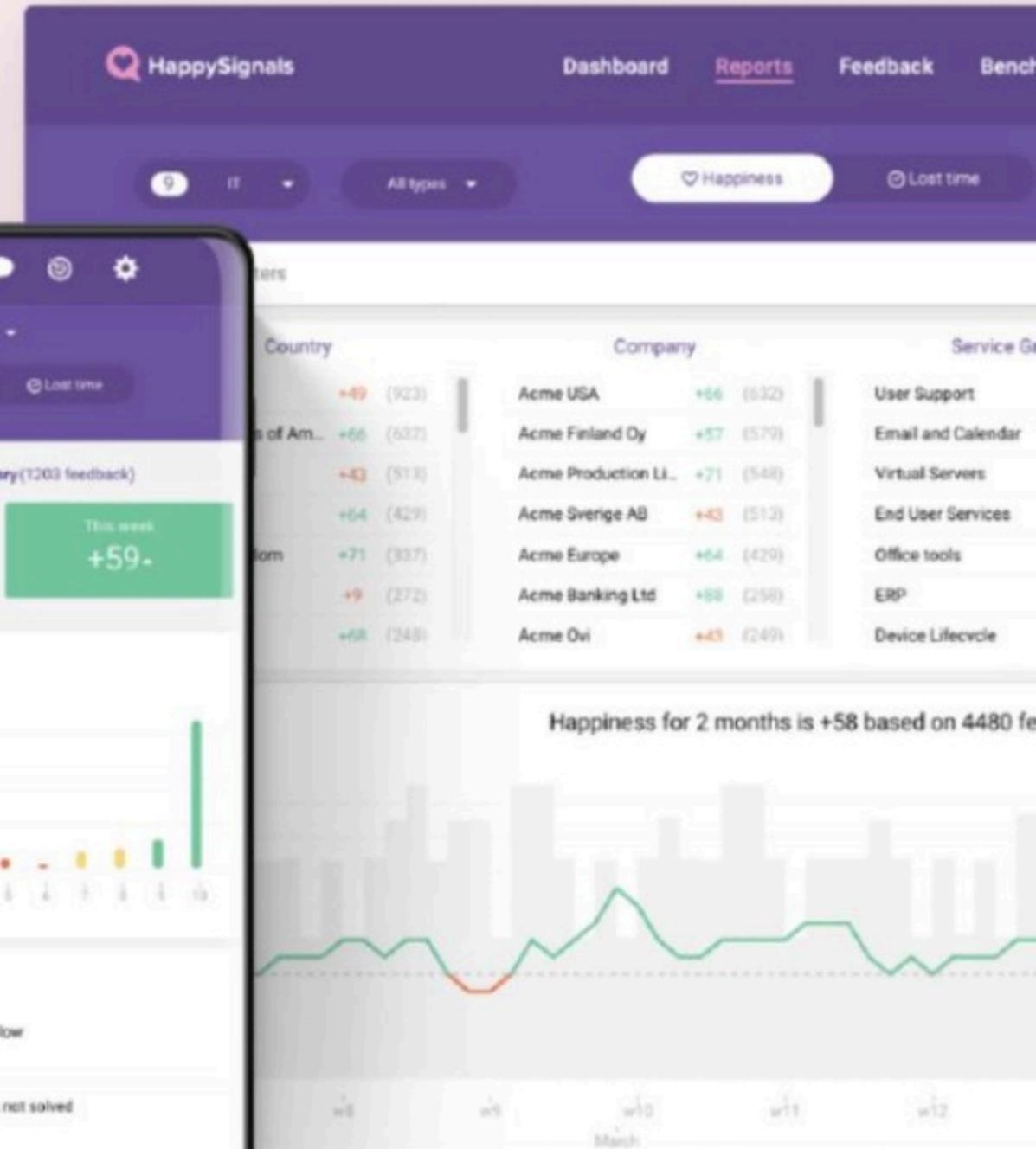
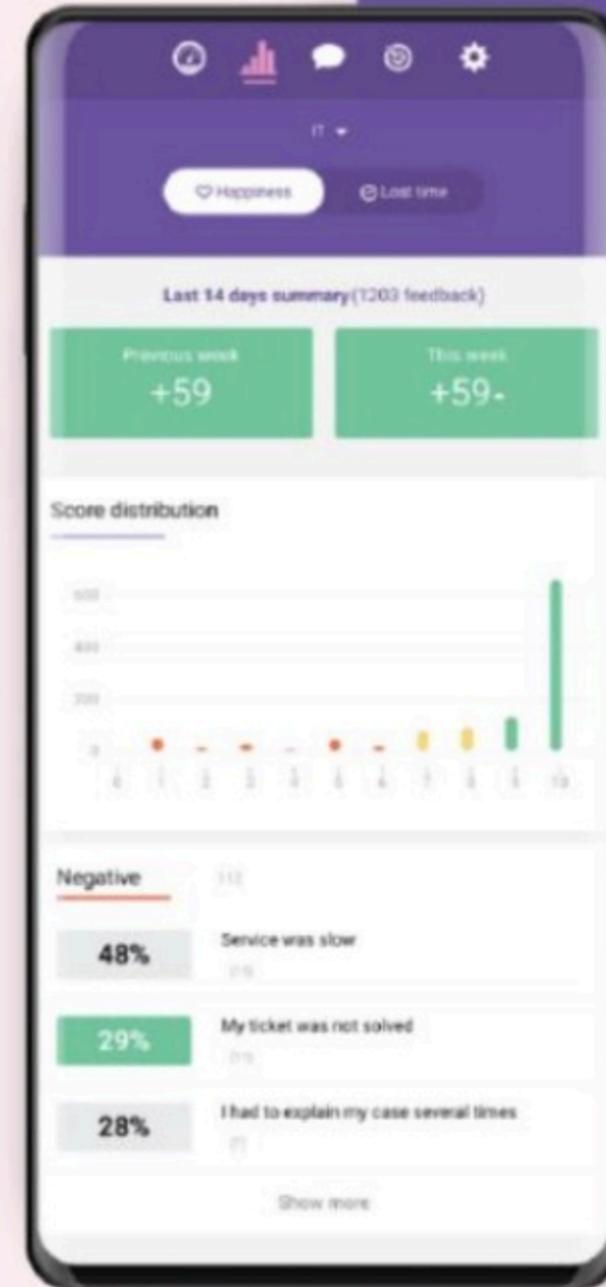


IT Requests



Enterprise Service Management

- Continuous measurement of Service Experience
- Move from SLAs to XLAs (Experience Level Agreements)
- Experience Data visible in real-time to all
- Happiness Score™ Benchmark comparison



servicenow
cherwell®
freshservice

