YORiZON
the IT Happiness company

Improve the digital experience of your employees. Build a better relationship with internal and external customers. Achieve IT staff engagement and enthusiasm.

IT is the beating heart of virtually every organization

Without IT, everything comes to a standstill. The contribution that IT makes to the staff, the customers, the organization and even society often goes unnoticed. Yorizon brings about change in this area.
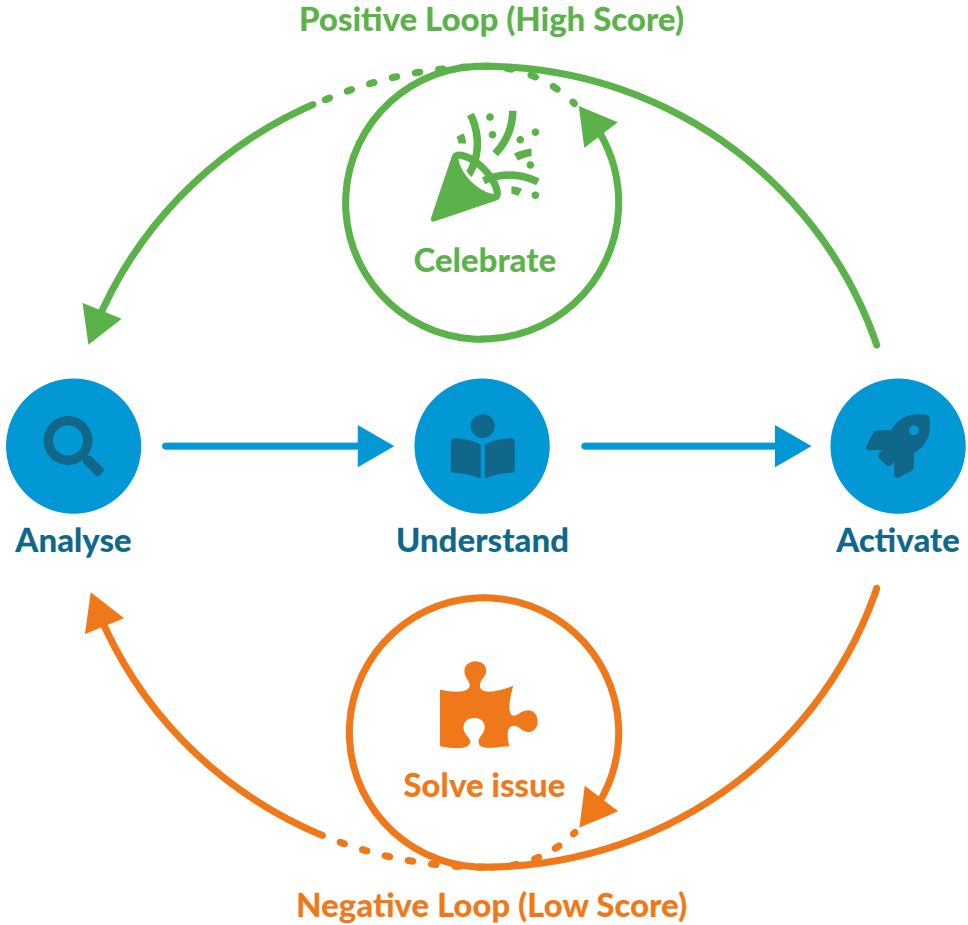
What we do
Collecting and communicating positive stories

Yorizon collects and communicates positive stories from the organization, staff, 'the business' and customers. By clarifying how IT contributes to the primary process and the higher purpose of the organization, Yorizon lights an organization's Olympic flame. **Staff become motivated, engaged and customer-oriented**. From then on, the flame is kept burning by means of double loops that continuously retrieve feedback (see illustration).

Positive Loop (High Score)

Celebrate

Analyse   **Understand**   **Activate**

Solve issue

Negative Loop (Low Score)

4

Contribute to the higher purpose of the organization

Yorizon supports IT departments by activating insights into the experience of IT end users, IT staff, and internal and external customers. The result is a higher quality of service, internal efficiency, more motivated and engaged IT staff, and added value for the internal and eventually external customers. **The ultimate added value of the IT organization is to contribute to the higher purpose of the total organization.**

Feedback feeds the digital transformation

In Yorizon's vision, feedback is essential in this context. In order to know whether the IT objectives – arising from both the 'purpose' and daily operations – are being achieved, it is important for every organization to receive continuous feedback. We implement these feedback loops for you. There is room for both negative feedback (dissatisfaction and potential for improvement) and positive feedback (compliments and building on strengths). **The feedback we collect, process, analyze and interpret lies at the heart of our services and feeds the digital transformation.** Enriched with benchmarks and with advice from our specialists, you achieve continuous insight and know where the priorities lie.

IT Management

What is your collective opinion about the state of your IT organization? How does your perception differ from that of your team and other organizations? What priorities are emerging?

Strategic IT Management Assessment (SIMA)

To answer these questions, Yorizon offers you SIMA, which stands for Strategic IT Management Assessment. This is an **online questionnaire** that you can use periodically to bring into focus the collective perception and obstacles in your entire IT organization, from your perspective and that of your IT and IT-management colleagues. Topics that come to the fore are:

- Your position in the organization
- IT within the organization in general
- Satisfaction with IT from various different perspectives
- IT staff
- IT end users (internal customers, colleagues)
- The IT experience of the external customer

Each participant in your team receives their own report. Everyone compares their results with the team results and a benchmark. **This provides valuable and useful information and is a great start to setting tangible objectives and actions**. If required, the results can be discussed with one of our specialists.

IT Staff

The quality of your IT staff and the way they are facilitated is crucial to achieving a high level of end-user experience and customer satisfaction.

IT Staff Engagement Survey

Staff motivation and commitment are largely determined by the feeling of adding value and being appreciated. **Of course, it is also important that the IT staff are well-equipped to help end users.** This is tracked by the IT Staff Engagement Survey.

Any issues are identified and strengths that can be built on are highlighted. This provides crucial insight to develop the IT organization further. The IT Staff Engagement Survey also offers the opportunity to **periodically gauge the happiness of IT staff** as a basis for continuous development and for working to achieve greater job satisfaction and engagement.

We offer a **total approach for an online survey among IT staff**, in the form of a baseline measurement followed by optional trend measurements. After the survey, you will have an online dashboard and a management report at your disposal. This allows you to take tangible action. In summary:

- The proven question set for gauging IT staff satisfaction
- The ability to add organization-specific questions
- One-off measurement or continuous program
- Online dashboard including benchmarks
- Management reports

We carry out the entire IT Staff Engagement Survey for you. You can leave it to us.

IT End Users

People's experience with IT is directly related to the improvement potential of IT services and solutions. The quality of the IT services, in particular the digital workplace as seen from the perspective of the staff member, subsequently has an impact on the productivity of the staff and therefore the organization. But there is more...

IT Happiness Scan

Often there has been significant investment in the infrastructure and in business applications that in many cases are not used properly or to the full. **Unnecessary incidents or requests submitted to the Service Desk can often be prevented** if you have greater insight into how staff use and appreciate IT.

So, it cuts both ways:

1. Higher productivity is possible with potentially lower costs.
2. Better IT contributes to a pleasant working environment and a positive image for the IT department.

We offer the **IT Happiness Scan** for this purpose. The IT Happiness Scan is a method for **measuring staff experiences and satisfaction** with regard to IT services and comparing them with other organizations. This makes it an extremely powerful tool that shows where you already score well and where you perform below the market average.

We offer a **total approach for an online survey among IT staff**, as a baseline measurement and optional trend measurements. After the survey has been carried out, you have an online dashboard and a management report at your disposal. This allows you to take tangible action.

- The proven question set for measuring IT satisfaction
- The ability to add organization-specific applications
- One-off measurement or continuous program
- Online dashboard including benchmarks
- Management report & certificate
- Implementation and execution by Yorizon

We carry out the entire IT Happiness Scan for you. There is room for customization, more than one language, custom reports and advice.

Internal customers (the business)

Do the IT services, projects, applications and innovations meet the needs of your internal customer? Yorizon provides the insights.

IT Business Alignment Survey

Understanding how 'the business' or your internal customer and stakeholder values the IT organization and what is expected is crucial. With the IT Business Alignment Survey by Yorizon, you enter directly into a dialogue with the business. You quickly and effectively identify **the most important priorities for your IT organization** and where the most significant improvements can be made. We offer a proven survey structure – **both online and through face-to-face interviews**. In summary:

- IT Business Alignment topics framework
- Baseline measurement and trend measurement of internal customers
- Personal interviews and web interviews
- Reports and communication
- Interpretation and advice

We set up the IT Business Alignment Survey together with your team. **Yorizon's Business Alignment Survey contributes to a better dialogue with the business**, to the development and delivery of customer-oriented products, services and solutions, and innovation in product and service development.

IT Happiness Program

The ultimate program consists of a continuous stream of feedback relating to four components: IT management, IT staff, IT end user and the internal customer (the business).

IT Happiness Program

We recommend the following program:

1. **Start with a diagnosis based on self-reflection and self-assessment of the IT organization.** We use our SIMA diagnostic tool for this purpose: a validated set of questions which are preferably presented to the IT management team. Group size: between 3 and 20 IT team members/IT management team members or staff from the core team. The results are discussed, partly based on a Yorizon benchmark. The aim is to discuss strengths and weaknesses. The diagnosis is repeated every three, six or twelve months.

2. **Deployment of a feedback mechanism for:**

- **End users:** based on sampling, this is a continuous measurement that is deployed no more than twice a year among the same end users. Throughout the year, an online dashboard is available and we provide monthly reports that include benchmarks.

- **IT staff:** compact staff questionnaire every six months. The results are discussed every six months. When the results give reason to do so, we provide additional consultancy with the objective of generating and maintaining enthusiasm and flow in the IT team.

- **Internal customer:** survey every six months of the value that IT has for the business, held among internal customers, department heads, location managers and management. The study takes place via an online survey and is in some cases expanded with a number of in-depth interviews. The results are discussed every six months and the priorities are established.

- **IT purpose:** annual session to share positive feedback and stories about the added value of the IT department and to generate enthusiasm about the IT purpose.

3. **Activation.** Our team helps formulate actions and priorities. Support in internal communication is also part of our consultancy services.

IT Management

Solution	Strategic IT Management Assessment (SIMA)
Focus	■ IT within the organization in general
	■ Satisfaction with IT from different perspectives
	■ IT staff
	■ IT end users (internal customers, colleagues)
	■ External customer's IT experience
Advice frequency	Baseline measurement and annual follow-up
Report	Yes, PDF with benchmarks
Benchmarks	Yes, is always part of the report

IT Staff

Solution	IT Engagement Survey	
Focus	■ General satisfaction	■ Pride
	■ Objectives	■ Challenge
	■ Appreciation	■ Feedback
	■ Pressure of work	■ Flow
	■ Collaboration with other departments	■ Enthusiasm
	■ Feeling of freedom	■ Impact COVID-19
	■ Serving end users	■ E-NPS (recommending the IT organization as employer)
	■ Pleasure in work	
Advice frequency	Baseline measurement and optional trend measurement every six months	
Report	Yes, PDF with benchmarks	
Benchmarks	Yes, based on the standard set of questions & methodology; customization possible	

IT End User

Solution	IT Happiness Scan

Focus

- General satisfaction
- Hardware
- Networking tools
- Service Desk
- IT information and communication
- IT Security
- Office 365 & Collaboration
- Business applications
- Productivity
- Innovation

Advice frequency	Continuous trend measurement
Report	Yes, online dashboard and PDF management reports at various levels: CIO, IT management or product/service/application owners
Benchmarks	Yes, based on the standard set of questions & methodology; customization possible

Internal customer (the business)

Solution	IT Business Alignment Survey

Focus

- The contribution of IT projects that align with the business objectives
- Partnership with the business
- The stability of the IT infrastructure
- Availability of the right business application and end-user services
- The way changes and innovations are facilitated in a timely manner
- The way requirements from the business are translated into solutions
- Proactivity in developing business solutions
- Delivering high-quality products and solutions

Advice frequency	Baseline measurement and optional trend measurement every six months
Report	Yes, online dashboard and PDF/PPT management report
Benchmarks	Limited; questions are mostly customized on the basis of the business; customization possible

Why choose Yorizon?

Unique total concept for improving satisfaction across various stakeholders

IT Happiness Training

Positive contribution to awareness for the IT Happiness theme

IT Happiness Score

Inspiring presentations and workshops on IT and happiness

Benchmarks & advice

Activation programs

Advice in involving IT teams, end users and stakeholders

Online dashboard & Reports

Would you like to know more? Please contact us or request a quote without obligation.

YORIZON
the IT Happiness company