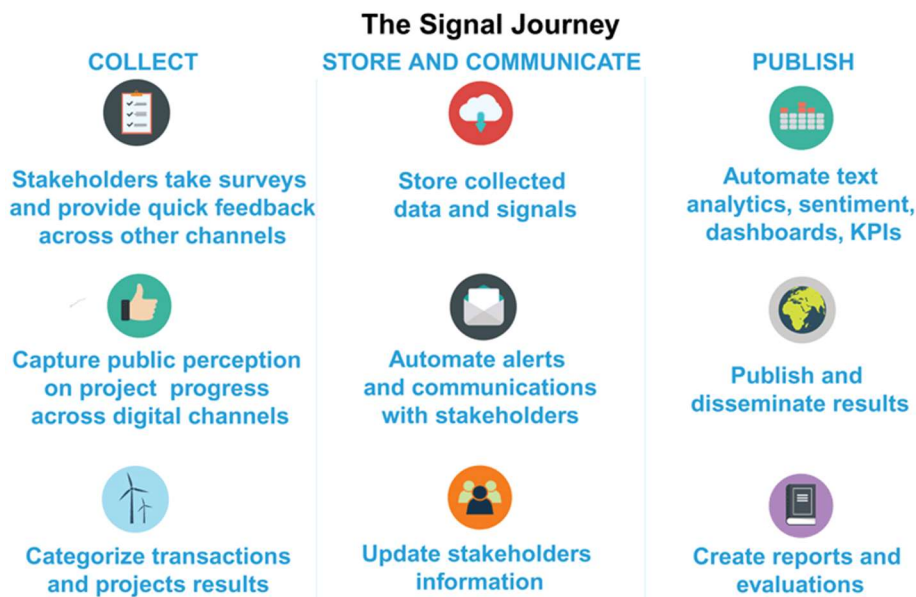# Collecting Mission Critical Feedback and Experience Data
Quantica Technologies Inc.

Organizations often struggle to measure results in real time, stay close to the needs of customers and employees, and identify issues across to address impacted clients and partners.

Quantica Technologies helps organizations to deliver client, citizen, beneficiary and employee insights and analysis that improve results measurement, satisfaction, and performance. We work with government agencies, multilateral agencies, and donors to implement solutions that collect multilingual data, signals and feedback across multiple channels for better program evaluations decision making. Our solutions support research-based initiatives and help to monitor, quantify and measure at scale progress, and results across client's projects portfolio.
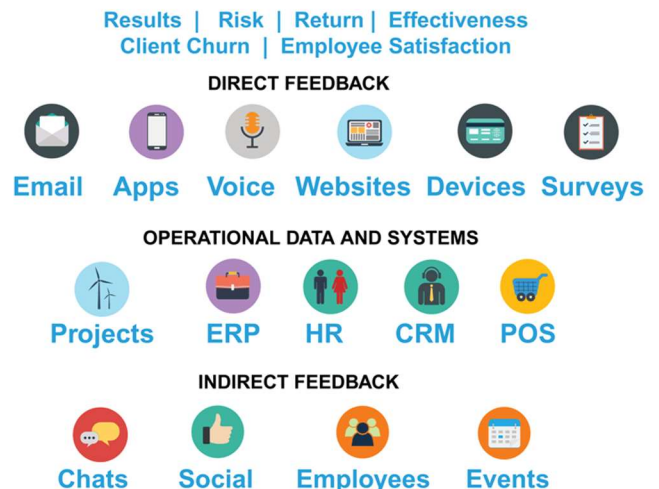
The Signal Journey

COLLECT	STORE AND COMMUNICATE	PUBLISH
Stakeholders take surveys and provide quick feedback across other channels	Store collected data and signals	Automate text analytics, sentiment, dashboards, KPIs
Capture public perception on project progress across digital channels	Automate alerts and communications with stakeholders	Publish and disseminate results
Categorize transactions and projects results	Update stakeholders information	Create reports and evaluations

Sample journey for project evaluation

## What is Smarter Feedback Collection?

With smarter feedback collection, your organization gets access to higher quality and more timely data on project outputs, outcomes, perception and satisfaction. You can also address earlier potential implementation issues or conduct large scale research-based studies and analysis.

At Quantica, we support our clients on implementing processes, tools and software technologies for collecting feedback including quantitative and qualitative data at scale including use machine learning to automatically analyze text feedback.

Results | Risk | Return | Effectiveness Client Churn | Employee Satisfaction

DIRECT FEEDBACK

Email Apps Voice Websites Devices Surveys

OPERATIONAL DATA AND SYSTEMS

Projects ERP HR CRM POS

INDIRECT FEEDBACK

Chats Social Employees Events

Monitoring and Evaluation

Agencies and donors continuously look to create deeper connections with their executing agencies and donors to produce tangible and positive results in the lives of their beneficiaries. At Quantica Technologies we support our clients in implementing solutions that help them monitor, quantify and measure, remotely and at scale, the progress and results of projects implementation in real time.
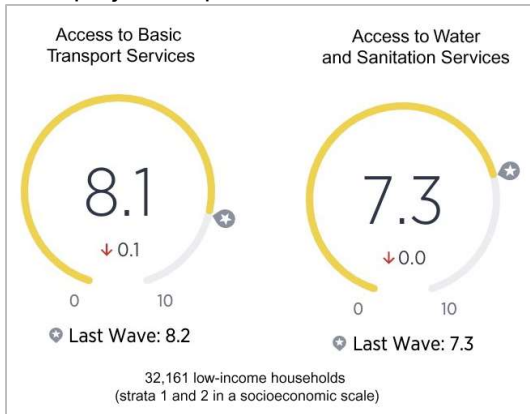
Regardless of the specific agency or donor methodology to conduct monitoring and evaluation efforts, we help them with feedback collection and automation, integrating CRM as well as software tools needed to collect, categorize, analyze and publish data and findings across multiple channels and languages.
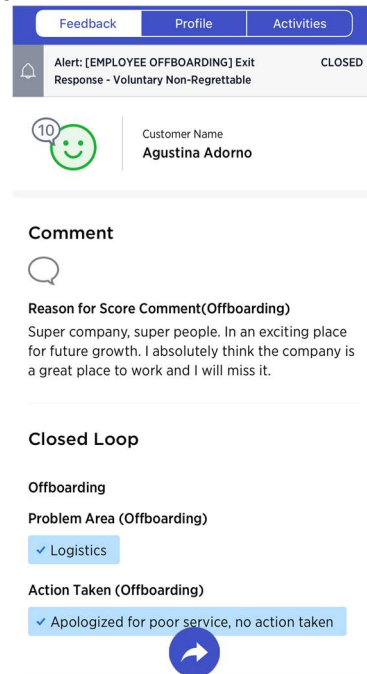
Research Based Projects

Both quantitative and qualitative data play a crucial role on research-based studies and projects. Quantica supports the implementation of quantitative and qualitative research-based data collections at scale in multiple languages.
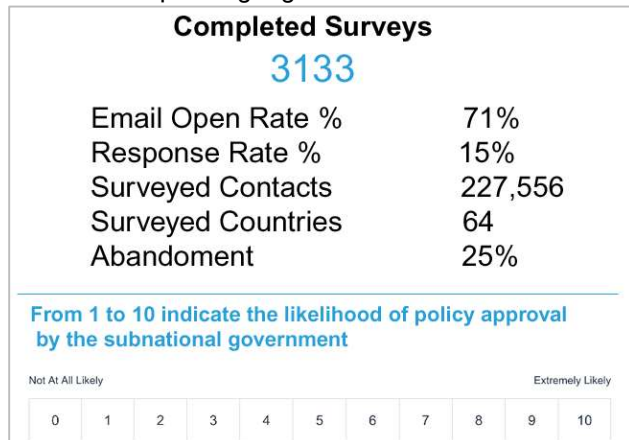
We do recognize the need for simplicity and scalability when it comes to implementing a data collection strategy and software to support it. Our services include the deployment of multilingual online or offline surveys and feedback collections across multiple channels such as web, email, mobile or SMS platforms, across multiple technologies. We also support cloud-based data publishing, categorization, warehousing, CRM integration, data analytics and mapping for results and insights.

Employee Feedback

There is connection between employee and client satisfaction and the importance or prioritizing workplace culture to positively influence the client experience.

Employee engagement is a clear indicator of an organization's path to success. Do you want to measure how engaged are your employees with their jobs and how satisfied they are with their workplace? Do you need to conduct an internal evaluation for a specific initiative?

We can support you in building innovative ways and in deploying the right processes, technology and tools to survey employees across multiple channels (web, email, mobile, intranet, SMS, phone, social, etc.) and uncover their behaviors and sentiment across the organization's culture and needs.

Benefits to Your Organization

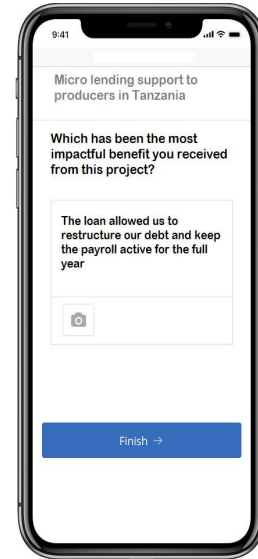Track mission progress. Get timely data on project progress

Find early insights on potential implementation issues

Leverage CRM data to take prompt action with your donors and partners

Keep an open communication channel with your stakeholders

Easily monitor use of funds vs operational progress

Collect feedback and research data at scale

Omni-Channel Data Capture and Publish

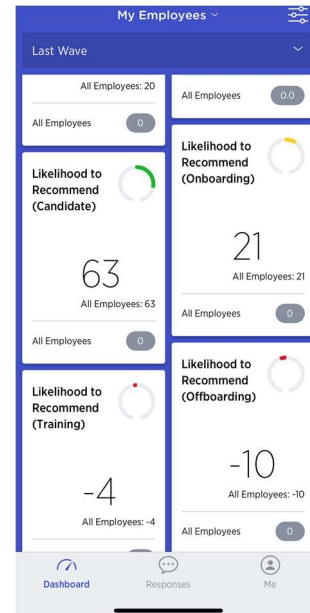Capture signals at any touchpoint along client or beneficiary journeys

Combine experience with CRM and operational data

Deploy multilingual surveys across multiple channels

Distribute decision making, feedback and ideas collection in real time

Use machine learning for text analytics at scale

Publish interactive reports and dashboards

Products

Multichannel feedback collection – web, email, intranet, SMS, mobile

CRM integration to track feedback and demographics

Multilingual web based addressed and non-addressed surveys

Word and Excel based surveys for offline data collection and mass extraction

Automated feedback collection based on triggers

Analytics – interactive dashboards and reports

Case management for survey follow up

Custom website design for data publishing

Data warehousing

Data integration

How to get started

Quantica can support your organization on analyzing business needs and identifying a set of processes, channels and related tools for feedback collection

- Needs assessment and requirements definition
- Collection strategy
- Tools implementation and integration
- Generate and publish results

Software Technologies

Quantica works on a wide range of cloud and software as a service (SAAS) technologies to support highly distributed, scalable collections and to help to translate insights into knowledge and actions for measurable results.

CRM
Microsoft Dynamics CRM
Salesforce CRM
DonorPerfect

Analytics
Microsoft PowerBI
Salesforce Einstein
Tableau
Alteryx

Feedback Collection
Medallia
SurveyMonkey
Feedback Survey
Microsoft Word/Excel survey automation
Salesforce Surveys

Web Technologies
Website Development
Custom solutions

About Quantica Technologies

Quantica Technologies provides innovative enterprise-level software solutions and consulting services to government organizations, multilateral agencies and foundations. We provide strategic advice and expertise to our clients in the planning, implementation, integration and adoption of scalable, enterprise-wide software as a service and custom solutions. Quantica is known for providing high performing and innovative cloud-based solutions that enhance and extend the capabilities and integration scope of Salesforce into other enterprise platforms.

Clients

Contact Us

To learn how we can accelerate your Salesforce implementation success contact us at:

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