



**Science-based assessment
solutions that identify,
predict, and develop talent**

A Product Summary



Logi-Serve's science-based assessments examine candidates' work-related competencies using an innovative, efficient, and engaging Triangulation Science™ methodology. This methodology cross-validates competencies using three predictive testing protocols—past experience appraisal, personality measurement, and an interactive situational judgement activity—to zero-in quickly and accurately on candidates' performance potential in a given position. Our system analyzes candidate response data using customizable algorithms that generate scores that predict fit, performance and tie performance outcomes directly to financial impact. Logi-Serve also offers an interactive Realistic Job Preview (iRJP) tool that can be partnered with the assessments or used separately to educate and engage candidates who are considering an opportunity in your organization. Logi-Serve science and data analytics improve employee productivity, prevent costly promotion and hiring mistakes, enhance employee training and development, and boost financial impact.



Logi-Serve's Talent Acquisition and Development Solutions



Logi-Serve enables organizations to optimize talent management functions, including workforce planning and development, with an ecosystem of best-of-breed solutions powered by validated science and solid data analytics. Identifying, predicting and closing competency gaps starts with understanding the competencies that your workers need today and tomorrow. Amplify your talent acquisition and development efforts by leveraging Logi-Serve's solutions.

Universal Product Features



Assess in less time

Logi-Serve assessments and realistic job previews are typically completed in around 20 minutes and have a 90%+ completion rate.



Predicts job fit, performance and financial impact

Our assessment competency frameworks are firmly established, and battle tested. Our extensive evidence base proves that our science predicts outcomes that matter. Our assessment design also conforms to, and supports, the highest assessment and business standards for validity, fairness, and equity.



Delivers a satisfying candidate experience

We continue to win awards, recognition, and praise for ensuring a positive and meaningful candidate experience. Keeping candidates engaged during the entire assessment activity reduces user fatigue, helping to avoid candidate response rut and other data integrity problems.



Accurate depictions of real job environments

Logi-Serve assessments and job previews leverage digital art and images to visually represent your organization's workplace environment. Customized characters

and job environment branding richly illustrate your unique corporate culture to candidates.



Intuitive candidate scoring system

Logi-Serve presents scores and feedback using an easy-to-interpret, globally recognized gold-silver-bronze medal system.



Customized to your financial outcomes

Our advanced scoring methodology generates unique scoring benchmarks that evaluates candidates based on how likely they are to perform in the job as measured by your own financial outcomes and/or corporate metrics and/or SME's.



Interactive candidate response tools

Our interactive slider bar response system increases the accuracy and intentionality of candidate assessment responses.



Mobility

Our products are built from the ground up with mobile adaptive technology to provide candidates with a high fidelity, interactive assessment experience that conforms to any device and runs on every browser type and operating system.

ASSESSMENT APPLICATION

Customer Service (External)

Product Focus

The Logi-Serve Customer Service Excellence Assessment measures candidates' strengths and weaknesses across competencies linked by 40+ years of scientific research to a wide variety of external customer service-related outcomes (e.g., customer satisfaction, service process efficiency, customer loyalty). These competencies influence how candidates respond to, and function in, work-related situations in which service ability to consumers in customer-facing or call center roles is a critical performance requirement. This assessment has been applied extensively in enterprises that screen and develop external customer service aptitude and service-oriented competencies.

Use Cases

Any front-line customer experience or consumer service position.

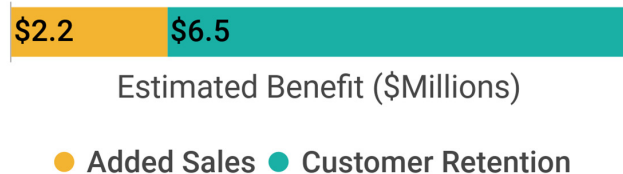
You are explaining something complex to a customer and you are not sure he fully understands your directions.



Financial Impact

The Assessment identified those who excelled at service ability to consumers which resulted in retaining customers. Using client data, Logi-Serve was able to show a combined benefit of added sales and customer product retention due to superior customer service aptitude estimated at around \$8.7 Million per year across three call center position.

Annual Benefit from hiring Logi-Serve High Scorers



ASSESSMENT APPLICATION

Patient Service (External)

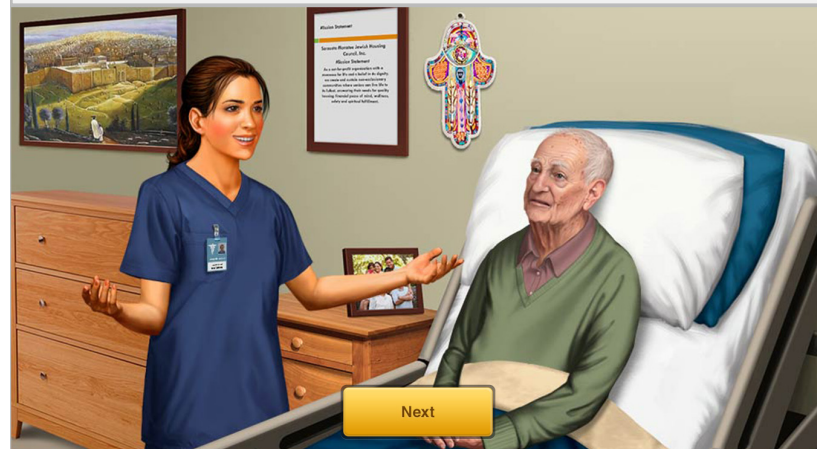
Product Focus

The Logi-Serve Patient Service Excellence Assessment measures candidates' strengths and weaknesses across competencies linked by 40+ years of scientific research to a wide variety of patient service-related outcomes (e.g., patient satisfaction, service process efficiency, patient experience linked to health center outcomes). These competencies influence how candidates respond to, and function in, work-related situations in which providing appropriate patient or resident care is a critical performance requirement. This assessment can be helpful in predicting and developing service-related performance for employees working in external (e.g., patient-/guest-/resident-facing) service-related positions.

Use Cases

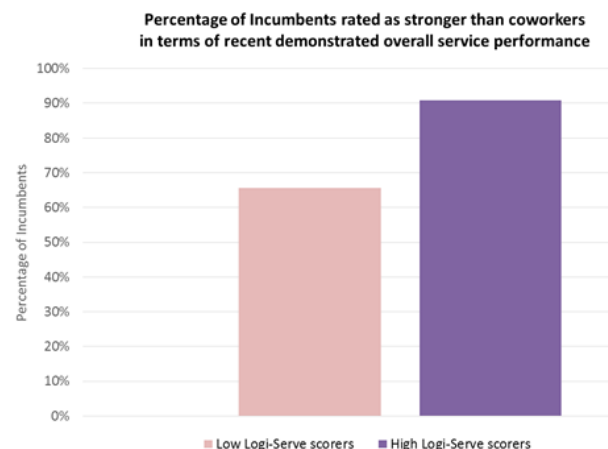
Any healthcare or healthcare related position in which patient or customer service is required.

A patient is seeking help from you, but he still appears a little unsure if he is making the right choice.



Financial Impact

Results of a skilled nursing facility case study showed that the Logi-Serve assessment identified nursing candidates who are significantly more likely to demonstrate service excellence and provide excellent service to the people they serve. Estimated financial impact exceeded \$500,000.



Customer Service (Internal)

Product Focus

The Logi-Serve Internal Service Fulfillment Assessment measures candidates' strengths and weaknesses linked by 30+ years of scientific research to a wide variety of internal service-related outcomes (e.g., internal customer fulfillment, service process efficiency, internal customer effectiveness). These competencies influence how candidates respond to, and function in, work-related situations where there is a critical performance requirement in supporting internal customer needs or order fulfillment, etc. This assessment is used to screen and develop candidates' attentiveness to serving co-workers, supervisors and managers, etc.

Use Cases

Any role in which service fulfillment between internal customers is required.

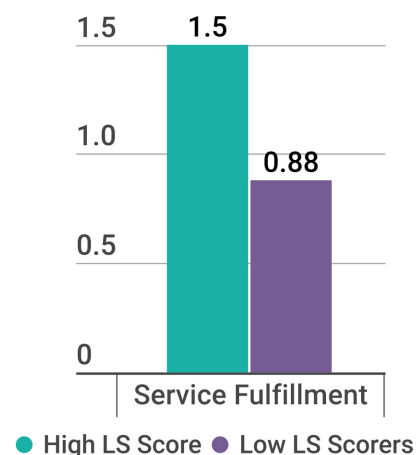
You are explaining something complex to a coworker and you are not sure he fully understands your directions.



Financial Impact

The client focused on predicting and building General Service Fulfillment. The findings were clear: High LS scorers had 70% higher odds than Low LS scorers of earning high ratings on the "Service Fulfillment" dimension of the client's Experience Index. Estimated value was greater than \$2M.

Odds of Earning High Rating



ASSESSMENT APPLICATION

Business Sales

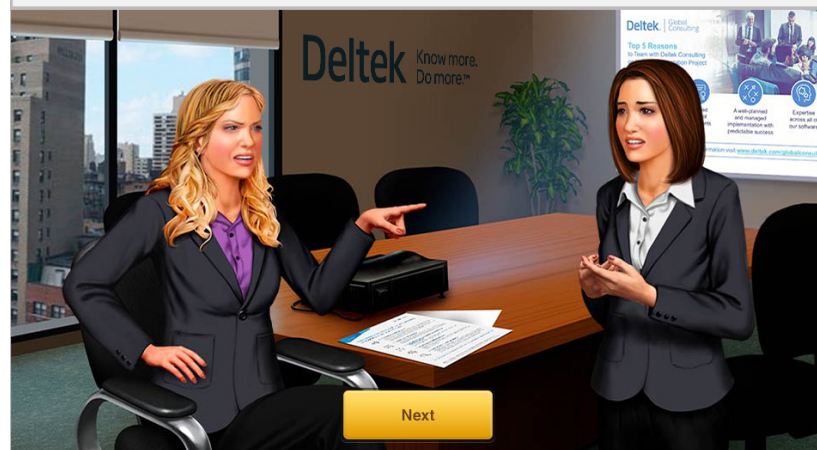
Product Focus

The Logi-Serve business-to-business (B2B) Sales Assessment measures candidates' strengths and weaknesses in terms of nine behavioral competencies linked by 40+ years of scientific research to a wide variety of business sales-related outcomes (e.g., sales, positive referral, client and customer satisfaction, loyalty, upselling and cross-selling). These competencies influence how candidates respond to, and function in, work-related situations in which selling a service, contract, or product is a critical job function. This assessment is used to predict and build business sales-aptitude and abilities.

Use Cases

Any sales role in which selling products or services to businesses is required.

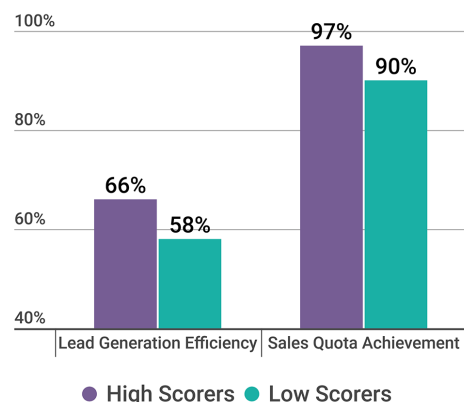
A customer is clearly frustrated about not reaching an acceptable agreement.



Financial Impact

Sales professionals who scored high on the Logi-Serve Assessment out-performed their peers. This was true for those responsible for lead generation, as well as those responsible for closing deals. The estimated annual value of identifying high performers was over \$2 million for a group of 125 B2B sales reps.

High Scorers achieve better sales results



ASSESSMENT APPLICATION

Consumer Sales

Product Focus

The Logi-Serve Consumer Sales Aptitude Assessment measures candidates' strengths and weaknesses across competencies linked by 30+ years of scientific research to a wide variety of consumer sales-related outcomes (e.g., sales conversion rates, positive referral, customer satisfaction, loyalty, upselling and cross-selling). These competencies influence how candidates respond to, and function in, work-related situations in which selling to consumers is the critical job function. This assessment is widely used to screen and develop candidates in front-line consumer sales-oriented roles.

Use Cases

Any role in which consumer sales and positive service interactions are required.

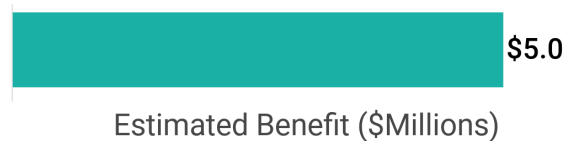
You are working with a customer who is about to purchase a product that includes a set of common features and benefits. You know the product well and also that including several additional options will provide more value to the customer.



Financial Impact

A Case Study with a large retailer revealed that increasing the percentage of High LS scorers within the Retail Sales Specialist (Commission) workforce by around 4% led to \$5 million in incremental commission Net and Add-On Sales.

Annual Benefit from hiring Logi-Serve High Scorers



ASSESSMENT APPLICATION

Operational Leadership

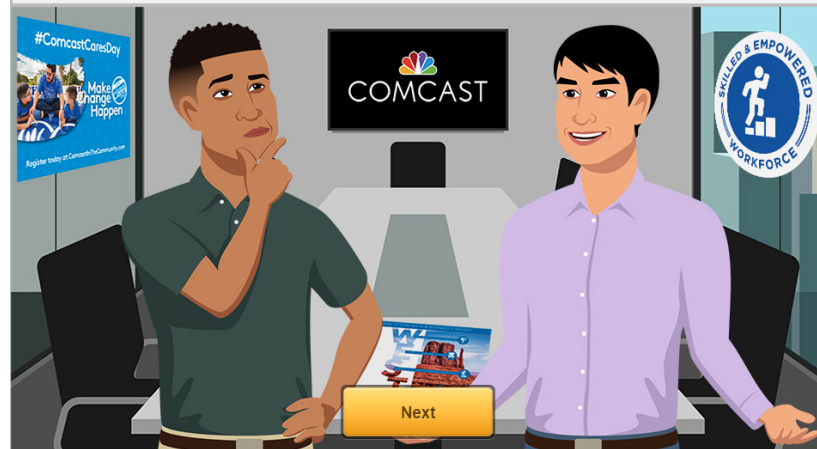
Product Focus

The Leadership Potential Assessment measures candidates' strengths and weaknesses in competencies linked by 60+ years of scientific research to a wide variety of operational and functional leadership outcomes (e.g., individual contributor to management; management to supervisor and above). These competencies influence how candidates respond to, and function in, work-related situations in which managing others to success is the critical job function. This assessment predicts leadership potential within individual contributors, in a division, or across an organization. This assessment is used for new-hire and post-hire decision-making in roles that rely on leaders who can develop and execute plans as well as manage people and other resources effectively. This tool is well suited for recruiting and for influencing and directing onboarding, training, and development initiatives for roles where managing or leading others to success is key.

Use Cases

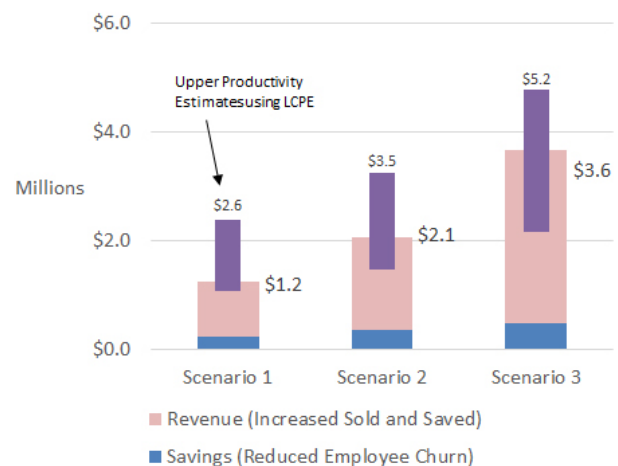
Organization wide for any operational leadership position.

A leadership development seminar has just been announced for next weekend. Your supervisor wants to know if you are interested and can make time to attend.



Financial Impact

The case study demonstrated that high-scoring individuals had a dramatic cost savings and productivity value gain of between \$1.2M and \$3.6M. Another model showed gains of up to \$5.2M for the population of around 170 supervisors required in these roles.



JOB PREVIEW SCREENING APPLICATION

Interactive Realistic Job Preview (iRJP)

Product Focus

The Logi-Serve iRJP combines best-in-class job science, candidate job-information management, and interactive multimedia to educate and empower candidates before they apply. The iRJP leverages the science around candidate attraction and expectation management to allow job seekers to explore different aspects of the job, helping them develop accurate expectations of job requirements and the actual working environment, so they can make a more informed decision on whether to apply. It is used pre-hire to reduce short-term turnover, increase job fit and improve quality of hire. It can also be used post-hire for job onboarding. The tool is built-to-order for any job. A unique feature of our iRJP is the ability to collect data from job seekers on their attitudes toward, and preparation for, the position. These data generate valuable insights for talent acquisition stakeholders, allowing them to reduce sourcing and recruiting costs, and to refine their recruiting marketing strategies.

Use Cases

Applies to every industry and job type in which understanding key aspects of the role play an important part in managing job applicant expectations and job fit.



Work Environment

Our contact center teams run on very structured schedules to best serve our patients. In your role, you will have an established work schedule, with pre-determined breaks and lunches. All of your work time will be spent at a desk, aside from the pre-set breaks. As part of your continued development, you will have frequent one-on-one meetings with your supervisor to review your performance and improve your skills.

1. Do you enjoy working in an environment where most of your interactions with others are not in-person, but are virtual (by phone or computer)?

Move the slider to indicate how appealing this is to you. Sliding all the way to the left means not at all and sliding all the way to the right means very much so.

Not at all 86 Absolutely

Financial Impact

Client's own findings included a noticeable reduction in short-term turnover due to implementing the iRJP at the front-end of the screening process. Specifically, the client documented a 35% reduction in short-term turnover. Estimated financial impact exceeded \$1M.

35% Reduction in Early-Stage Turnover





Contact Us

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Logi-Serve's award-winning employee assessment system predicts and helps develop employee job fit, performance, and business outcomes. This system was developed around three critical issues pertinent to employee assessment: rigorous science, an engaging user experience, and predicting value. Logi-Serve assessments are used to identify prospective job candidates and facilitate incumbent training and development. This system also provides customers with access to a variety of development-focused reports and dashboard analytics designed to improve employee and workforce productivity. For nearly a decade Logi-Serve has been trusted by Fortune 50 customers and has delivered on its promise of predicting and developing employee performance to many leading organizations across industries and around the world.