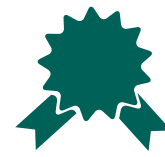




Introducing SoGoCX Powerful, Secure & Affordable Solution *For Patient Experience*



Why *SogoCX?*



18+ years
of research experience



Unparalleled
Customer Service and account management



Real-time insights
With user-friendly report and dashboards



Powerful and user-friendly
technology with best-practice and tips



Sophisticated analytics
including text analytics and key driver

Trusted by over
100 Healthcare Organizations in the US, including



A Single Solution For *All Your Needs*

Manage your
online reputation

1

Measure patient
satisfaction
and loyalty

2

Provide feedback

for physicians
operating in
multiple clinics

3

Optimize
staff engagement

4

Take timely actions with
automated rules
and alerts

5

SogoCX Methodology

Unify Operational and CX Data

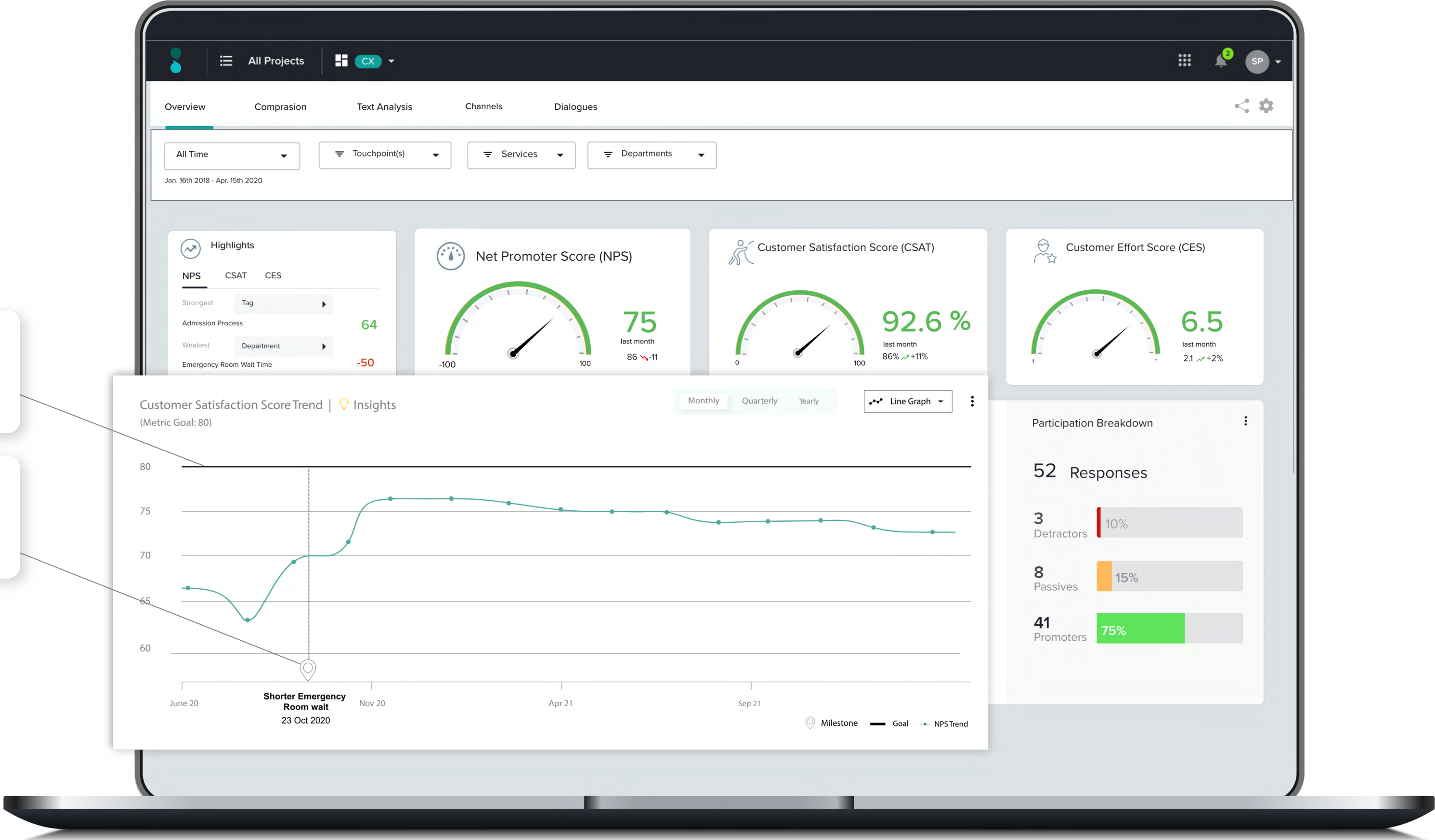


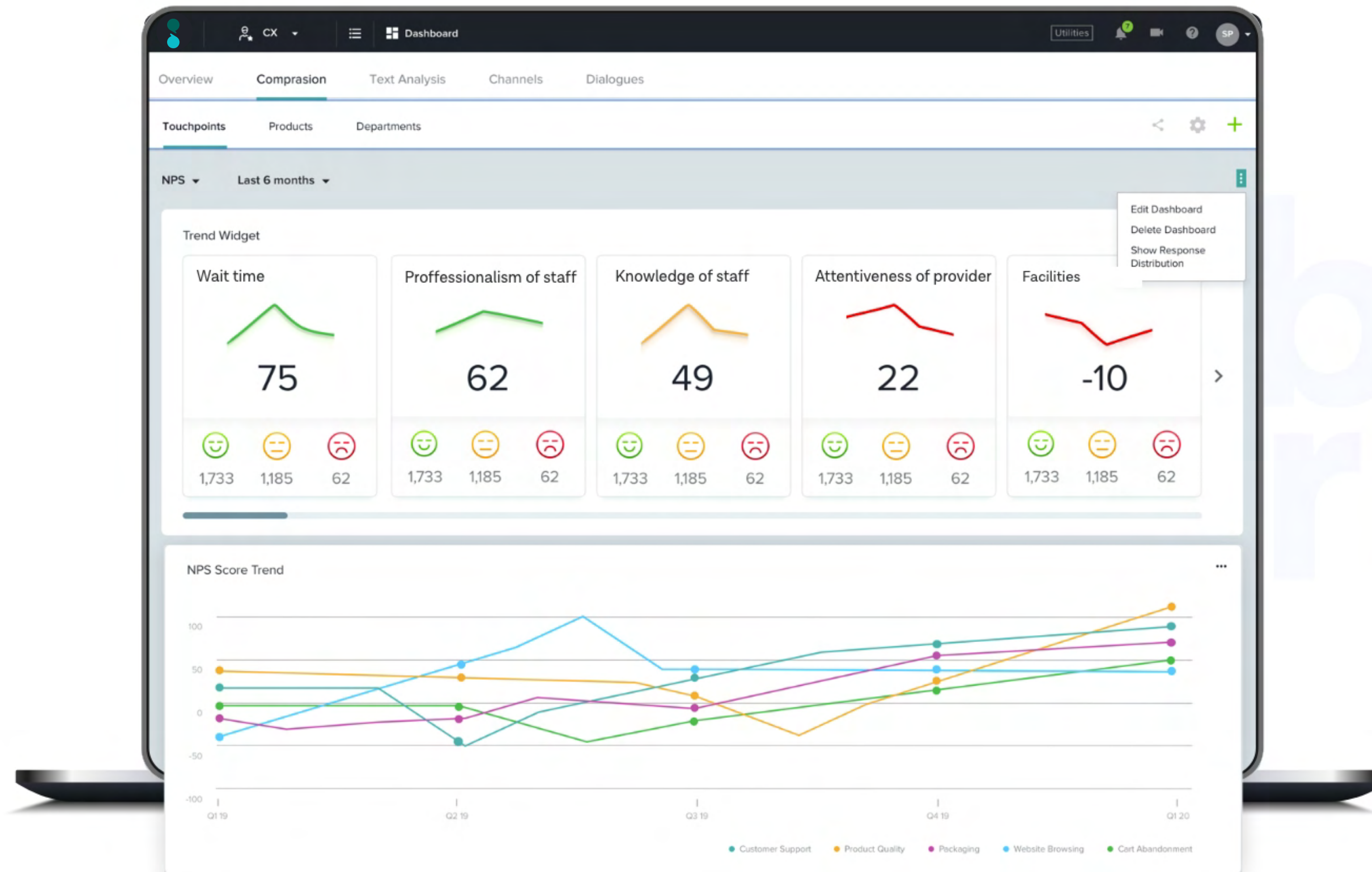
CX Dashboard

Follow patient satisfaction trends and identify potential patient experience issues across the patient journey

Goals
Track your progress towards where you want to be.

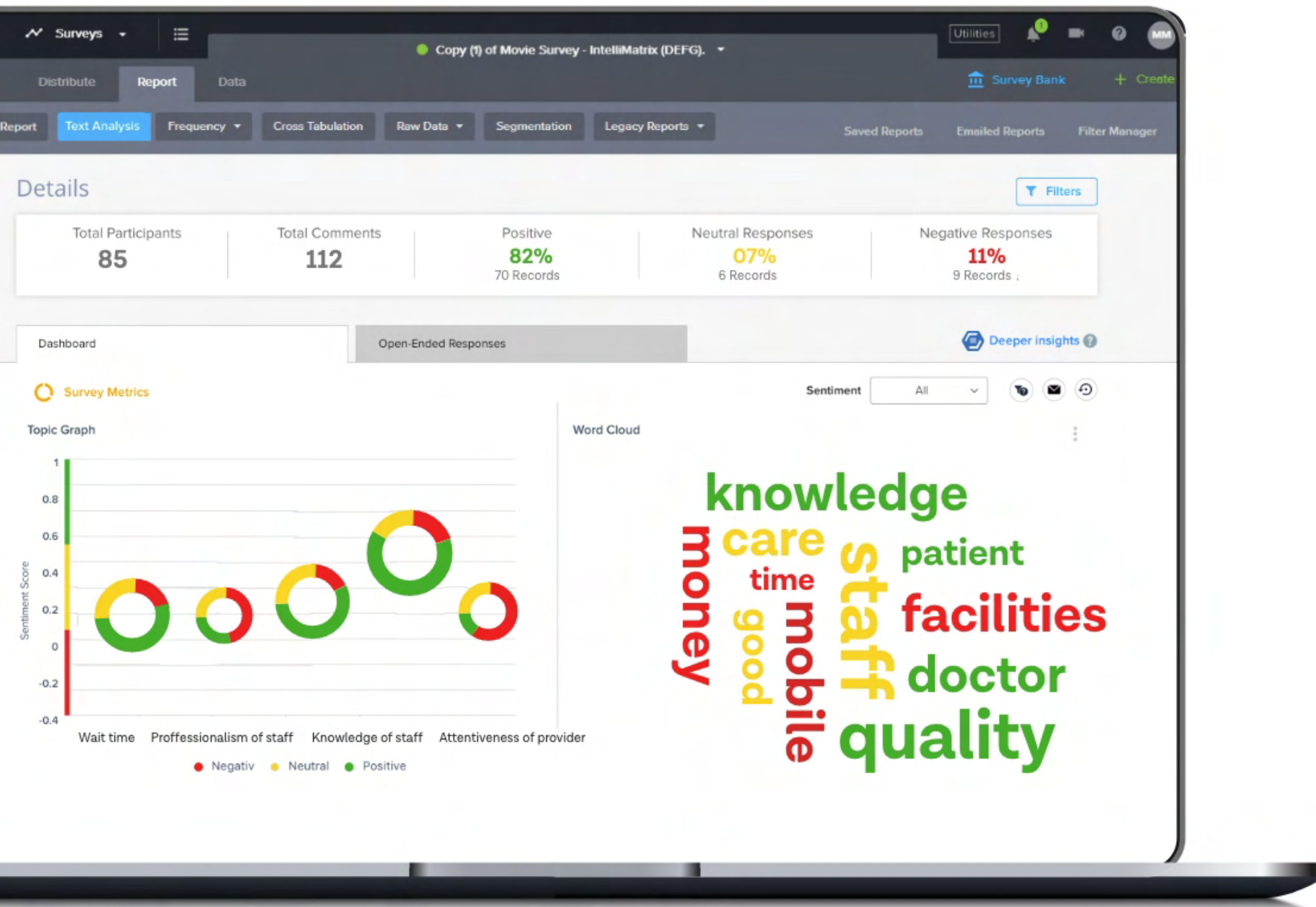
Milestones
See what's working and what's not.





CX Dashboard Metric Comparison

Segment results by touchpoint, office, locations, or individual providers

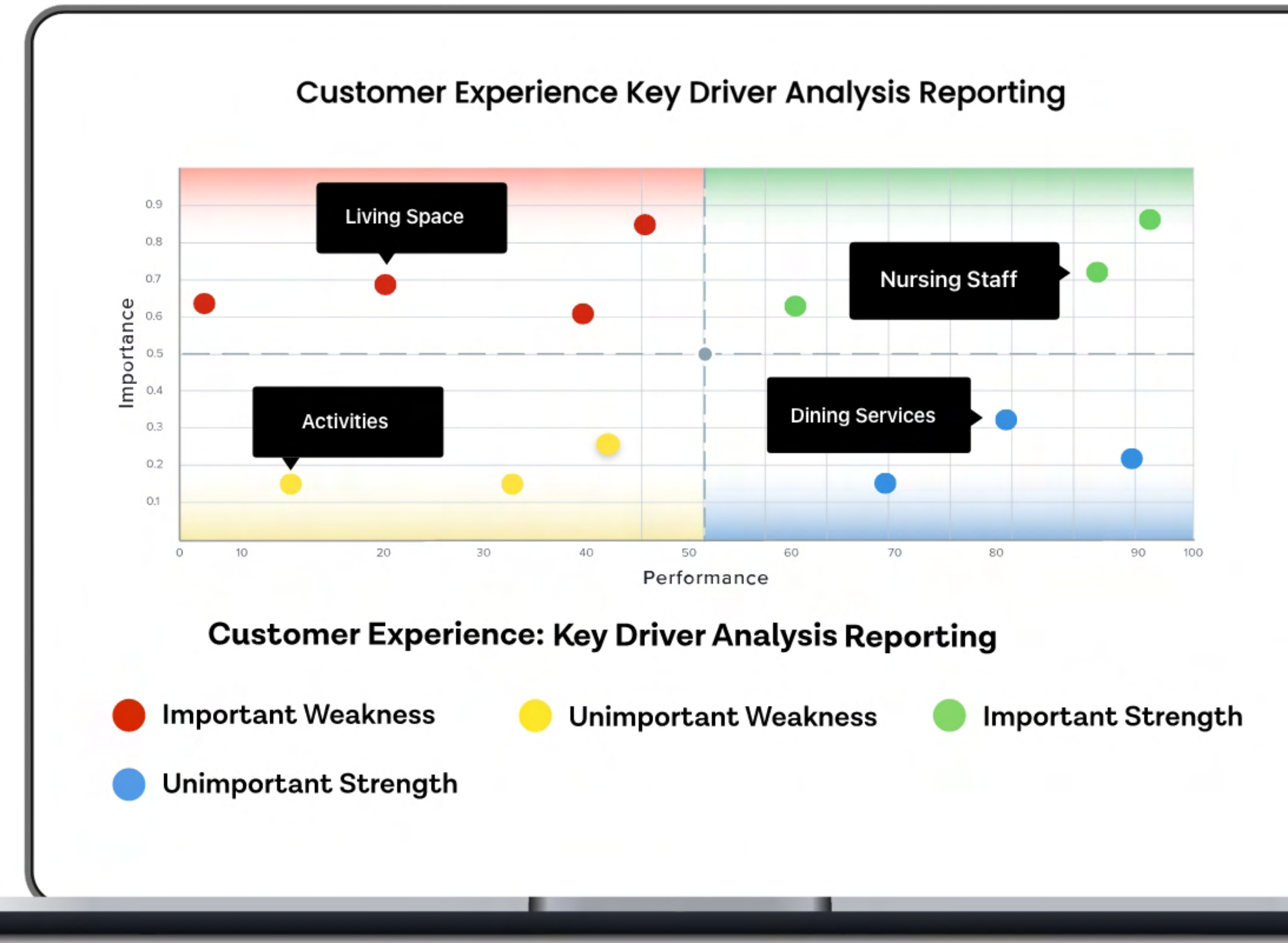


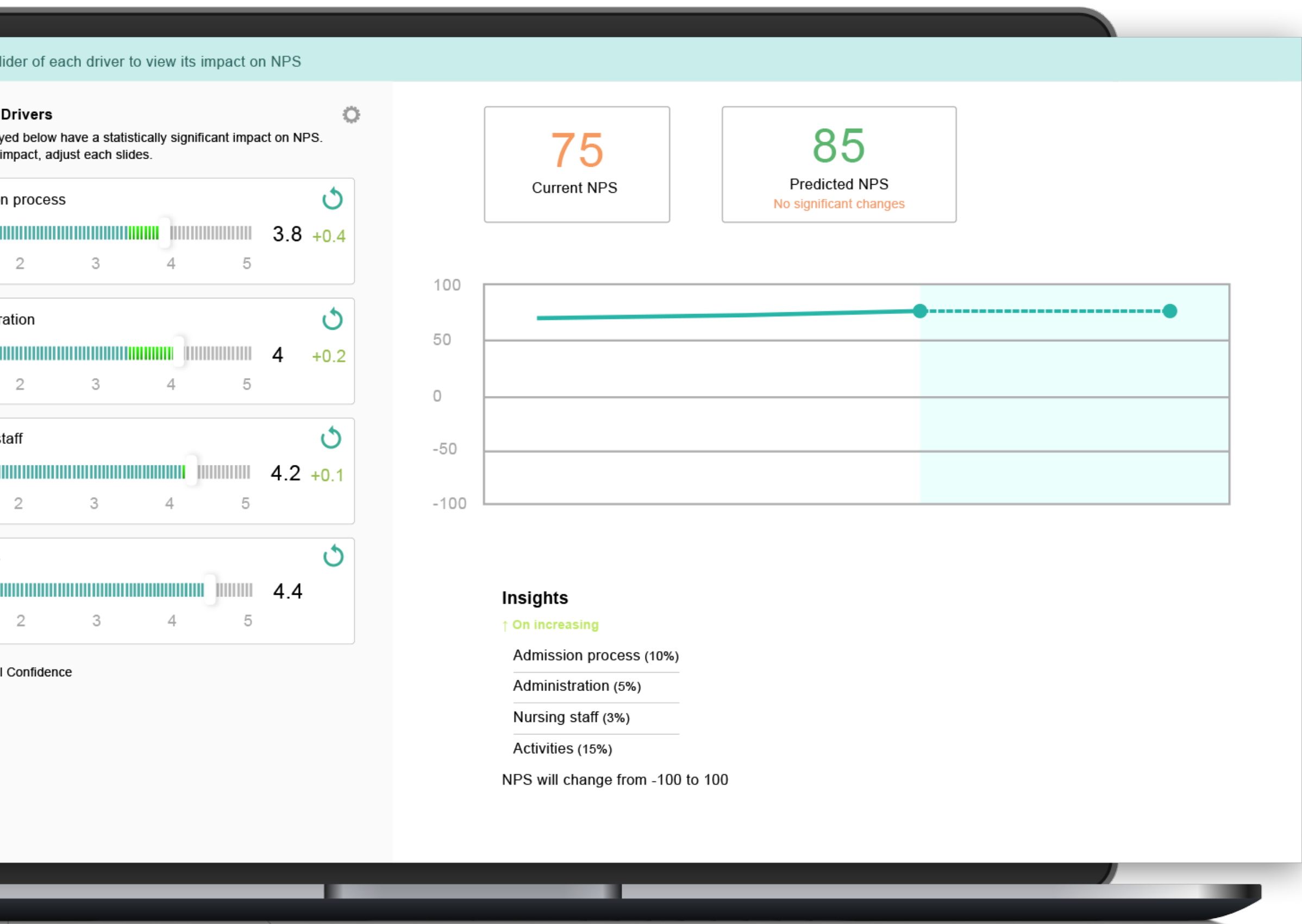
Text Analysis Natural Language Processing

Examine common topics, then drill down on positive, neutral and negative content so you can better understand the important takeaways

Key Driver Analysis

Instantly identify and prioritize the activities and resources that will make the biggest impact on NPS, Patient Satisfaction and Patient Effort



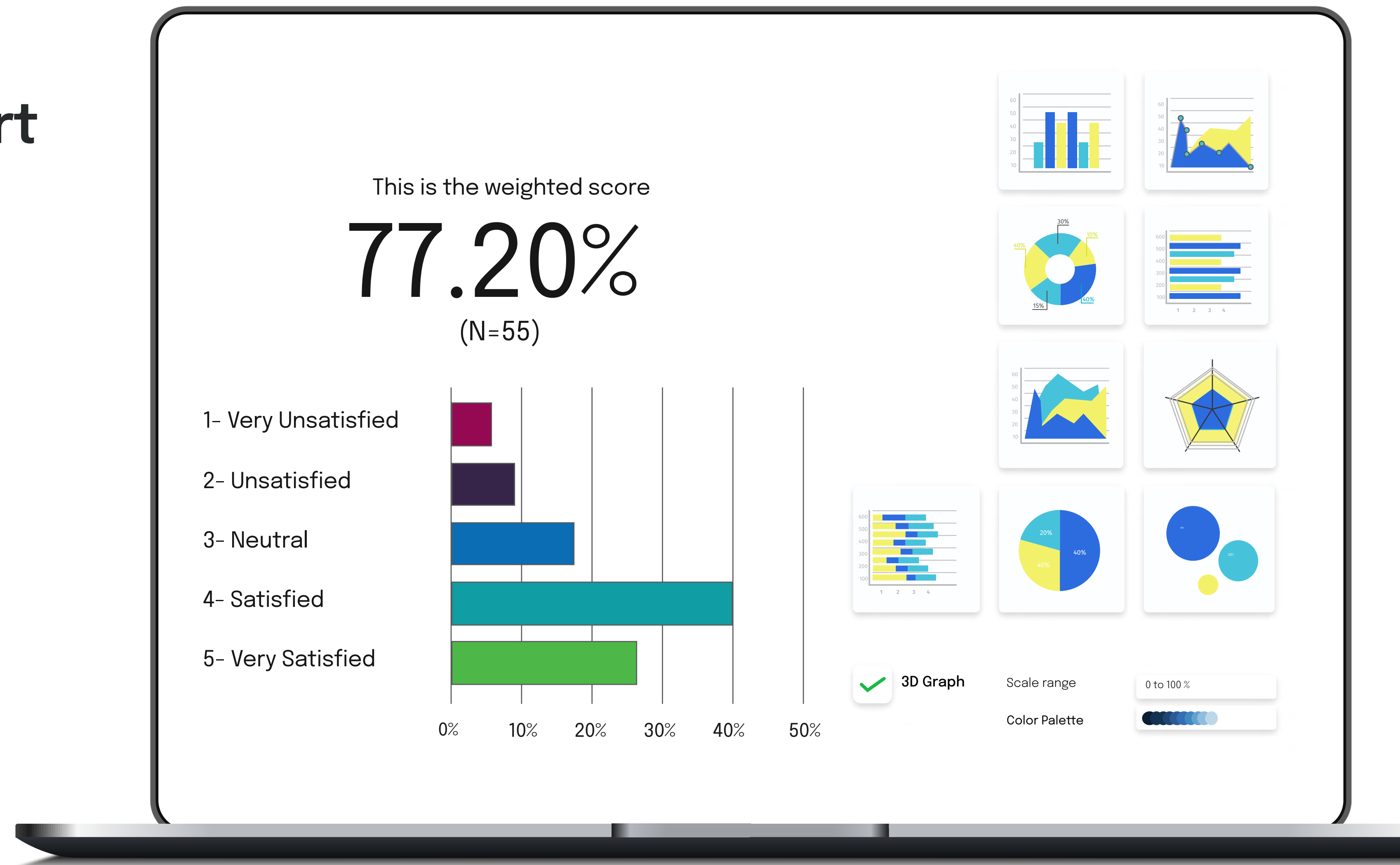


Powerful Significant Driver Prediction– Simplified

Take your strategic planning even further with powerful predictions showing you just how to reach your milestones and goals.

Omni Dashboard Report

Simplify and customize your analysis with instant, detailed results in just one click



Security is Key

Security is one of our core values, and every element of our system is designed to give you complete peace of mind.

We utilize **Tier-3 data centers**, maintain rigorous internal and external audits, prioritize detailed protocols and regular trainings, and our data is managed completely inhouse by experienced, background-checked, and security-cleared IT professionals.

We adhere to strict global standards, so your data continues to be safe and confidential.



Customer Like You

Legacy Healthcare (“Legacy”) manages a network of over 60 post-acute and long-term care facilities located in Illinois, South Dakota, and Montana. The facilities in the Legacy network are committed to focusing on quality. In doing so, the facilities rely on metrics and data to keep their goals on track. To that end, the facilities in the Legacy network utilizes patient feedback to set goals, guide daily efforts, and improve results.



“With Sogo, I can communicate with residents even after they are discharged and maintain a valuable connection with them.”

Anthony Carbonari,
Transition of Care Manager



83% reduction in report creation time

Average turnaround time of six weeks have been reduced to just one week, saving up to 20 hours annually on reporting alone



Greater accuracy and customisation of reports

From a manual process to automated. Accurate reporting also allows tailoring surveys to specific Human Resource needs



Greater efficiency with tool consolidation

Employee satisfaction surveys are launching in 2021 at Health Centers as well as potential staff training assessments for greater engagement



Optimize your
Patient experience management
and boost satisfaction

SogoCX

Or visit our website to request a demo or free trial
www.sogolytics.com



support1@sogolytics.com



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