

A MOMENT OF TRUTH REVEALING WHAT'S MOST IMPORTANT

THE UNIQUE SITUATION WE ARE LIVING IN
REQUIRES A COMPASS TO NAVIGATE
BETWEEN FOUR ESSENTIAL DIRECTIONS



Our first priority is to take **the best possible care of ourselves and our loved ones.**

« Happiness is often the only thing one can give without having it and it is by giving it that one acquires it »

Voltaire



With our employees, **let's reassure them by embodying** our core values : Authenticity, Kindness, Complementarity, Trust

« Any test is a "given opportunity" »

Joseph Malegue



With our customers, **keep our commitments** and stand by them as they seek solutions to problems they never dreamed of. **Let's surprise** them with our creativity.

« The purpose of a business is to get and keep a customer »

Théodore Levitt



With our suppliers, **let's create** solidarity initiatives to commit together in the service of the common good.

« Individually, we are one drop. Together, we are an ocean »

Ryunosuke Satoro

Emmanuel RICHARD,
CEO Extens Consulting

By creating
memorable EXPERIENCES

we strengthen the BASE of our Service culture

and prepare the SPRINGBOARD for our future performance

« In this exceptionally stressful time, all EXTENS CONSULTING teams are mobilized to ensure continuity of our consulting services and the MyExtens online support platform. »



VALUABLE CONTENT FROM EXPERTS IN CUSTOMER EXPERIENCE AND RELATIONSHIPS



Our team of experienced professionals provide you with quality content that allows you to design effective projects.

DEDICATED ATTENTION TO YOUR PRIORITIES



Our experts understand customer experience design and operational performance needs. Our dedicated consultants are available to listen, frame your projects and work with you to find answers to crucial questions.

SUCCESS STORIES



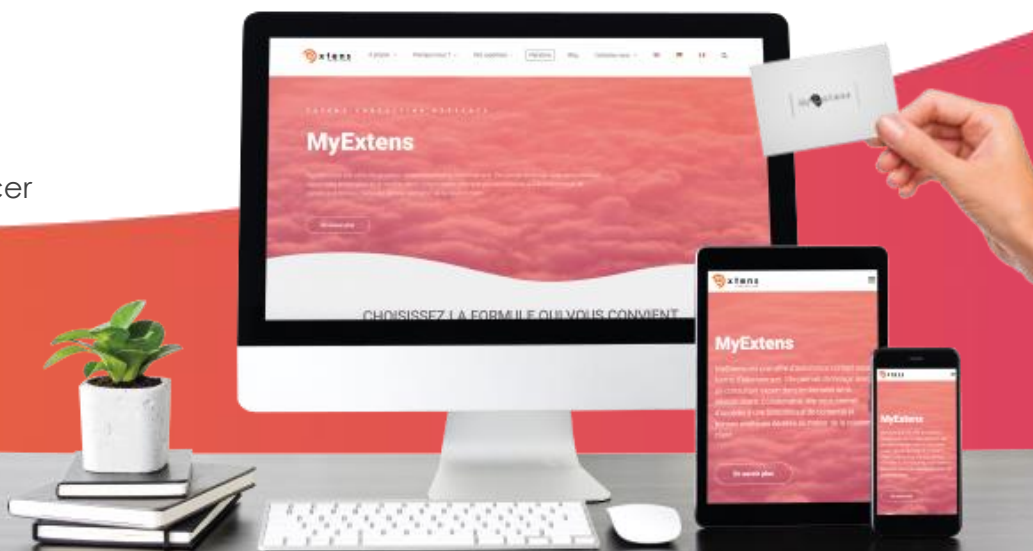
Take inspiration from the missions we have already carried out to discover the best practices across many market sectors.

A VISION OF THE MARKET



Assess your knowledge through the online testing module and take advantage of our approved methods to meet your challenges.

Brahim DJAKOUR,
Chief Operating Officer



CHANGE YOUR MIND AND TAKE HEIGHT BY FLYING OVER OUR BLOG POSTS



Give your customer experiences a meaning!

By Astrid Seulliet | 0 comment

Stand out from the competition and keep customers in the long run are ongoing challenges for brands. The competition in this era practice



Capitalising on the value of relational data

By Astrid Seulliet | 0 comment

Since the GDPR has come into effect in May, personal data has been front and centre of every conversation. Consulting firm Extens has developed its vision around relational data, which delves deep



How did Royal Air Maroc standardize its customer relations?

By Astrid Seulliet | 0 comment

Three years ago, Royal Air Maroc, the Moroccan national airline company, chose Extens Consulting in order to extensively improve their customer relations to respond to the



How can retailers in today's "connected customer" world innovate the checkout experience?

By administrateur | 0 comment

For customers, it's no longer just about buying a product or service. It's about

LET'S STAY CONNECTED

contact@extens-consulting.com

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