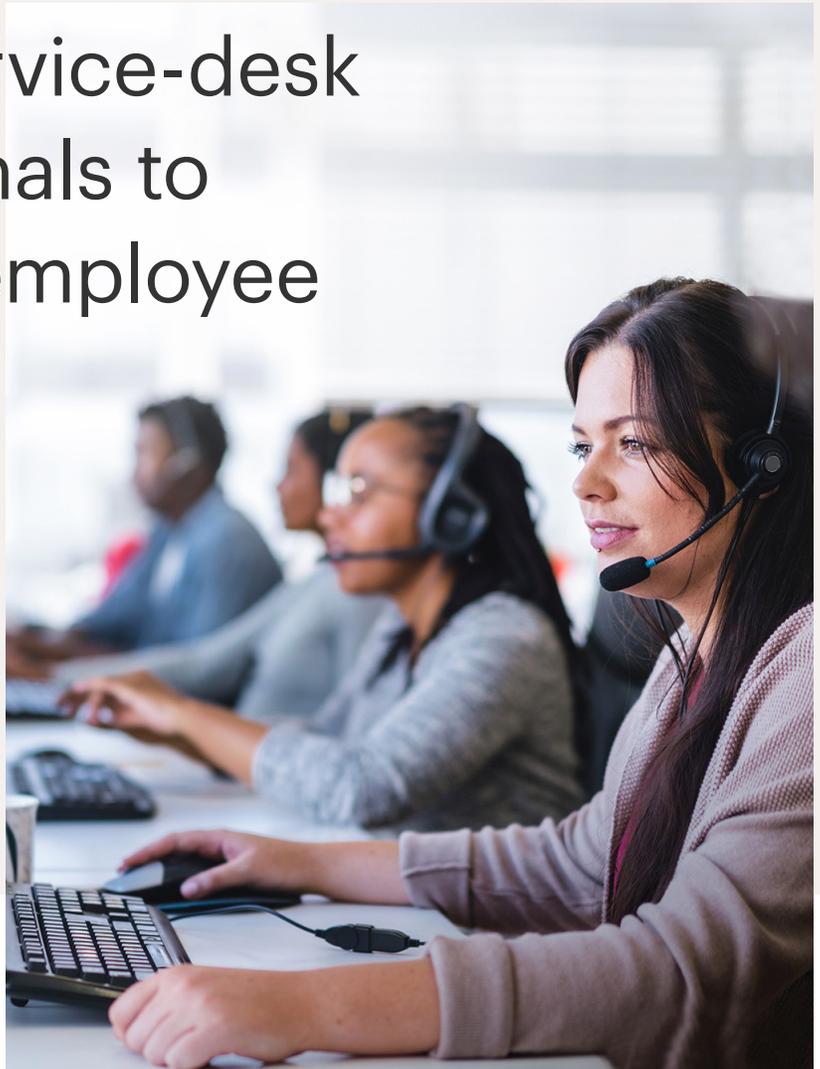


CUSTOMER SPOTLIGHT



# Leverages service-desk feedback signals to improve the employee experience



## Results with Medallia

**87%+**

alerts closed within 72 hours

**10%↓**

in incident volume

**18%↑**

in employee response rates

JOHNSON & JOHNSON  
Industry: Life Sciences

**Medallia**

## SUMMARY

- Johnson & Johnson (J&J)'s Technology Support and Services team comprises over 1,000 agents that assist their employees across 81 countries, managing close to 100,000 incidents per month.
- To manage a signals-rich and action-oriented program across so many channels, J&J turned to Medallia for "an all-in-one service recovery platform."
- As a result, J&J closes the loop with detractors faster by closing 87.2% of alerts within 72 hours, has reduced incident volume by 10%, and has seen an 18% increase in employee response rates.
- Everyone in the technology services organization is now focused on delivering a seamless user experience for all employees.

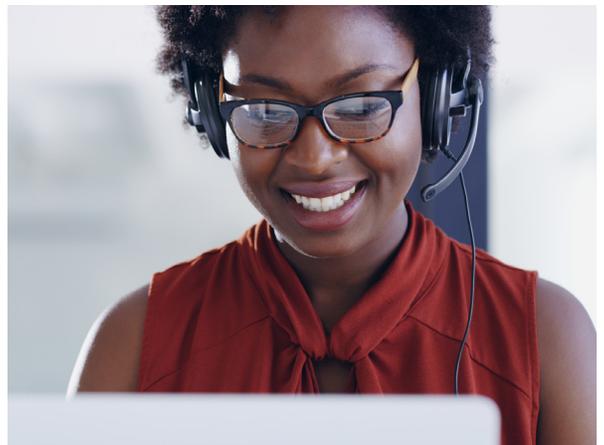
## Challenge

Johnson & Johnson (J&J) generates 1.5M ServiceNow® service desk tickets annually and the leadership team saw an opportunity to put the employee experience at the center of their enterprise leveraging that information. However they had no way to proactively address problems as they couldn't close the loop at scale or get actionable insights from ticket feedback. The IT experience team realized they needed to build an employee listening program that would increase productivity, surface pain points, guide improvements, and drive action across the entire employee journey to ultimately improve the end user experience.

## Action

J&J's Technology Support and Services team comprises over 1,000 agents that assist their employees across 81 countries, managing close to 100,000 incidents per month and generating 1.3 million interactions - over the phone, chat and within their portal. To manage a signals-rich and action-oriented program across so many channels (surveys, call transcripts, live chats and chatbots), J&J turned to Medallia for "an all-in-one service recovery platform." This enabled J&J to meet their requirements for integrating with multiple data sources to collect structured and unstructured feedback, providing deep, actionable insights, and enabling their shift from a reactive to proactive approach.

The company is now able to reduce errors and cut commonalities with dissatisfaction while holding technology owners accountable. When cases and incidents are closed in ServiceNow® IT Service Management (ITSM), a survey is automatically sent out and experience resolution data is available in Medallia, keeping users of both systems on the same page. The feedback J&J receives is then used to coach service agents on how to provide a better service delivery experience in the future, while ensuring every action has been taken to swiftly resolve the issue.



## Impact

Everyone in the technology services organization is now focused on delivering a seamless user experience for all employees. The “reopen ticket rate” is down to 3% and satisfaction is trending high. There has also been an increase in adoption of self-service technologies as employees are now able to resolve problems without having to speak with a service desk agent. This has saved employees up to 20 minutes per day and has reduced the incident volume by 10%. They have also seen an 18% increase in employee response rates.

By engaging in continuous dialogue with their business partners, the team is using data to anticipate and respond to employee needs proactively. Data has helped identify and resolve friction in the employee journey by providing coaching suggestions for better engagement, addressing gaps in knowledge articles, and improving content in areas that previously led to higher employee dissatisfaction (such as the password reset process and remote VPN connection).

As a result, J&J has achieved a 68% “resolved the first time” rate, which is above industry standards, and has closed the loop with detractors faster by responding to 87.2% of the alerts within 72 hours. The closed loop process has improved tremendously and J&J plans on growing their use of Medallia.

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The employee experience starts and ends with IT, and it sets the tone for the employee’s journey at J&J. We can provide a seamless user experience for our entire workforce.

**Anthony Pacitti**

IT Manager, End User Experience  
Johnson & Johnson

Learn more at [medallia.com](https://medallia.com)

## About Us

Medallia is the pioneer and market leader in Experience Management. Medallia’s award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Using Medallia customers can reduce churn, turn detractors into promoters and buyers and create in-the-moment cross-sell and up-sell opportunities, enabling clear returns on investment. [Medallia.com](https://medallia.com).