



Sample Services

- Customer Experience Measurement Studies
- Customer Satisfaction Tracking
- Customer Attrition/Retention Assessments
- Rewards and Incentive Mystery Shops/Audits
- Quality Assessments
- Post-Transaction Interviews
- Online Research Surveys
- Compliance Testing
- Assessments of Potential Risk Against Regulations
- Employee Engagement Studies
- Internal Evaluations
- Organizational Assessments
- Leadership, Management, and Coaching Training
- Customer Loyalty and Experience Training
- Internal/External Relationship Management
- Process Improvement Guidance
- Communication Skill Development
- Executive/ 1:1 Coaching
- *The Predictive Index*®
- And much more...

The ath Power Advantage

ath Power Consulting is a premier provider of market research and employee training solutions for both the public and private sectors. Since 1997, organizations have turned to ath Power to help them measure and improve customer, patient, citizen, and stakeholder experience, boost loyalty and satisfaction, deepen employee engagement, maximize operational performance, ensure compliance, and increase profitability.

Clients choose ath Power for our world-class customer service, expert team, proven research methodologies, robust analytical capabilities, and innovative technology. Our deep industry knowledge and experience allow us to create custom research, strategy, and training programs unlike any of our competitors.

Proven Solutions

-  **Customer Experience (CX)**
-  **Survey Research**
-  **Mystery Shop Research**
-  **Compliance Testing**
-  **Training & Development**
-  **Strategic Consulting**
-  **Social Media Monitoring**

Contact Us:

Jessica Hamel

ath Power Consulting

867 Turnpike Street, Ste 213
N. Andover, MA 01845-6142

 **978-474-6464 x107**

 **jhamel@athpower.com**

 **www.athpower.com**

Company Founded: 1997

Business Type: S-Corp

Classification:
Small Business

GSA Contract #:
47QRAA18D008G

GSA Schedule: MAS

CAGE Code: 824F7

DUNS #: 009398421

NAICS Codes: 541910
541611
541810
611430

SIN #'s: 541 1000
541 4A
874 1
874 4

SMALL BUSINESS

Government-Focused
Practice

Past Performance

ath Power Consulting has served a broad array of industries and organizations, including several of the most recognized brands in North America.



Differentiators

- Full-service CX firm
- Flawless data collection
- Fully customized solutions
- Actionable insights
- 600k+ field representatives in the U.S.
- PhD researchers, senior analysts, SMEs
- Expert trainers and coaches
- End-to-end senior-level engagement
- Secure, online research and reporting platform
- Successfully designed some of the largest, most complex research initiatives in North America



Commitment

ath Power Consulting is committed to supporting the President's Management Agenda and its vision for Federal agencies to provide a modern, streamlined, and responsive customer experience across Government, comparable to leading private-sector organizations. We are also dedicated to helping organizations assess and improve business process modifications and related customer experiences due to the impact of COVID-19.

Award Winning

ath Power Consulting has been named an "MSPA Elite Company" five times. The MSPA (Mystery Shopping Professionals Association) is the largest professional trade association dedicated to improving service quality using anonymous resources. Recipients of the MSPA Elite Award are recognized as industry leaders in CX measurement and management.

<https://www.athpower.com/government/>