Company Overview

Ath Power Consulting (apc) provides research, training, and strategy solutions to both the public and private sectors. Since 1997, we’ve helped over 1,000 organizations measure and improve customer experience and service delivery, boost employee engagement and productivity, optimize talent, and ensure compliance with regulations. We’ve designed and delivered some of the largest, most complex research and training initiatives in North America, supporting many of the most recognized agencies and organizations. We know that people – from customers and employees to citizens and stakeholders – are what ultimately determine the success of any organization. Utilizing our proven solutions and extensive expertise, we power the human experience and get results.

Proven Solutions

- Mystery Shop Research
  - In-Person, Phone, Online, Mobile App, Crowdsourced

- Quantitative Surveys
  - Online, Phone, Mail, Mobile App, Intercept

- Qualitative Research
  - Interviews, Diaries, Observations

- Social Media Monitoring
  - Scraping, Listening, Monitoring, Closed-Loop Follow-Up

- Focus Groups
  - Online, In-Person, Interviews

- Compliance Testing
  - Measure Compliance with Brand Standards, Government Regulations

- Competitive Intelligence
  - Analyze Competitors and the Marketplace

- Kaizen
  - Action Planning, 360° Feedback Loop

- Talent Optimization
  - Predictive Index, Behavioral Assessments, 360° Assessments, Workshops

- Employee Training
  - Leadership, Management, Soft Skills, CX, Relationship Development, Stress Management, more

- Executive Coaching
  - Leadership Coaching, Organizational Coaching

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Past Performance
apc has served many of the most recognized organizations 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
• Designed and delivered some of the largest, most complex research initiatives in North America

Award Winning Experience
apc 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.

Strategic Partners

Professional Affiliations

athpower.com