

Get even more out of Xact

Valuable products and options you should know about



There are many reasons to choose Xact

Products



Options

TWO-FACTOR AUTHENTICATION

Increase security with an extra layer

SINGLE SIGN-ON

Less administration
- and even greater security

CUSTOMIZED DOMAIN NAME

Improved security for your respondents
- and better branding

DISTRIBUTION VIA DIGITAL POST

Reach everyone — easily

AUTOMATION

Let Xact do the work for you

PROJECT CONSULTING

Get the right tasks solved in the right way

ACTION MAP

Gain deeper insights into what matters to your stakeholders

TEXT ANALYSIS

Thousands of individual comments — one clear overview

PHONE BOOST

Increase your response rate with phone calls

THE HYBRID WORKPLACE

Fresh insights into the balance between office spaces, collaboration on tasks, and employees' connection to the workplace

Products

Four products that provide you with knowledge for transformation

SurveyXact – the leading survey tool in Scandinavia



You don't need to be an expert to conduct a professional survey, but chances are you'll become one quickly when you use SurveyXact.

SurveyXact is the leading tool for conducting surveys in Scandinavia. It's easy, secure, flexible, and guaranteed to make you smarter in a way that delivers results.

The shortest distance between you and relevant knowledge

It's not just about surveys; it's about reaching relevant knowledge at the right time. With SurveyXact, you'll start gaining insights after just a few clicks, and you have complete design freedom over your survey and data collection. In short, you have the tools to create the perfect experience for your respondents.

If you've already conducted your survey but want to use SurveyXact, you can simply import it directly. Then you're good to go.

Presenting interesting knowledge in an interesting way

Say goodbye to long, opaque reports and hello to prioritized data visualization that enables you to act on your insights.

SurveyXact's dashboards and reporting tools make it easy for you to create charts, graphs, and lists that visualize the results of your survey.

The safest choice – for you and your respondents

When you choose SurveyXact, you're choosing Denmark's safest survey tool, designed to meet Danish standards. We strive to exceed your expectations – and then some.

Fast and intuitive

SurveyXact is designed to get you started as quickly as possible with well-tested question types that ensure the most reliable results.

Measure well-being with professional employee engagement surveys

With PeopleXact, you get a solution that helps your organization boost employee engagement, open opportunities for development, and achieve better results.

A simple and user-friendly system built on research and solid experience

We know that organizations with engaged employees create happy customers and good business results. When you're engaged and thriving, and work-life balance is in place, you are driven by something greater than yourself. You give what you have and go the extra mile when needed.

With PeopleXact, you get a well-tested questionnaire and a validated model for employee satisfaction surveys and engagement measurements, based on research-based methods and Ramboll's over 20 years of experience in HR measurements.

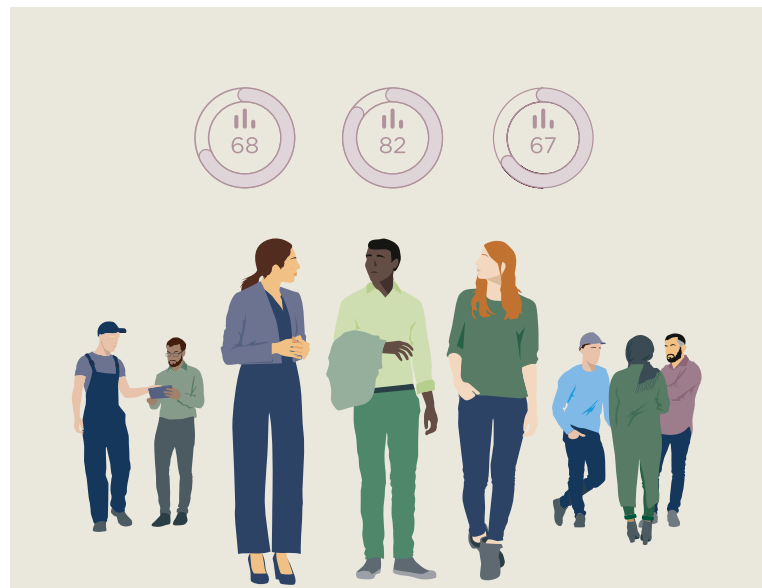
Measure engagement, get results, create sustainable transformation

Transformation happens when you act on data. That's why we've made it easy for you to access and understand real-time measurement results, so you can act based on numbers and graphs.

As soon as your well-being survey is completed, you can find the results in the interactive reporting. PeopleXact highlights areas where extra effort is needed and even provides concrete suggestions for what you or a department manager can do to increase job satisfaction in the department.

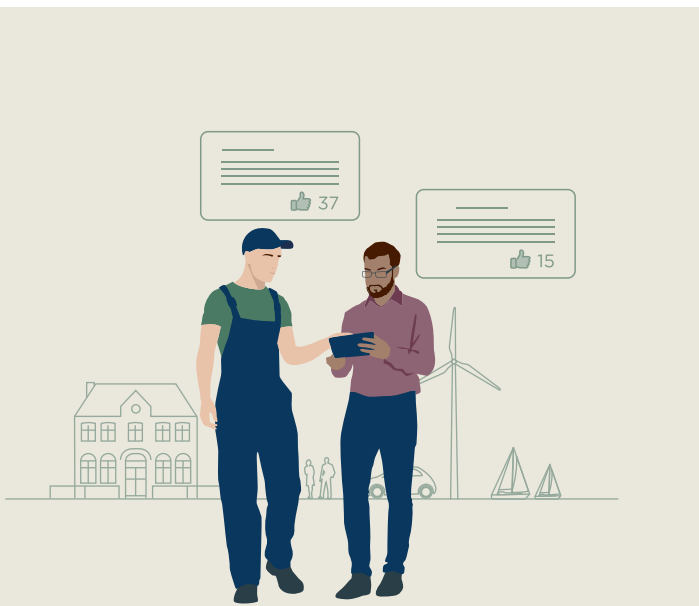
A well-being survey is only as good as the actions you follow up with. That's why the platform includes well-tested and effective follow-up tools for both virtual and physical discussions.

You also have direct access to Ramboll's experts through a knowledge base, where we've gathered our experience with measuring employee engagement.



With a user-friendly interface, PeopleXact simplifies the work of measuring engagement and gives you a much better insight into the organization with just a few clicks.

Your platform for discourse and user-involvement



With EngageXact, you get a solution that helps your organization involve stakeholders and create sustainable change together.

EngageXact is your platform for engaging in discourse and understanding your stakeholders, so you can create better solutions together.

Involve more people – achieve more

EngageXact supports those who want to achieve more through involvement. When you listen to the needs in your organization and are open to constructive suggestions from all relevant stakeholders, you have a unique opportunity to create positive change. We believe that by shedding light on opportunities and problems through the people who experience them in their everyday lives, you take the first steps in the right direction.

EngageXact supports various types of involvement projects, such as involving citizens in the green transition, involving employees in the implementation of your strategy, and understanding members' needs and choosing a direction you all agree on.

Get started with just a few clicks

We've made it easy for you to start the conversation. The first time you want to initiate a discourse, you create a brief introductory text and add a visual element to the project. You can choose whether participants are loaded from a list or if they have the option to sign up themselves – and the platform is ready.

You can invite participants via an email link, but also through SMS or via E-Boks, so your employees can easily and quickly participate in the survey.

We ensure that all sensitive information is handled in accordance with GDPR regulations.

Extract even more value from your surveys

With Xact by Ramboll, you get three powerful and user-friendly systems that enable you to collect, analyze, and communicate knowledge about your stakeholders on your own.

But for some surveys, there may be additional needs – either due to a lack of time and expertise in your organization, or because your project is simply complex. That's why we've developed a range of add-on products and consulting services so that we can tailor your solution to precisely the way that best supports your project.

We call it ProjectXact, and here you get help with perspective, analysis, benchmarking, and follow-up – in short, turning complex data collection into sustainable transformation.

Use us for ongoing collaboration

For example, our customers call us when they need a data and insight provider who equips management to make the right decisions, even in the long run. Our consultants offer you ongoing collaboration and adaptation to the reality you need to navigate – no matter how complex.

One contact person – hundreds of experts

As a customer, you have one contact person. But you should know that we have 120 dedicated specialists solely within the survey area, based in Aarhus, Copenhagen, Oslo, and Stockholm. What they all have in common is that they're not satisfied until the customer is satisfied, and the numbers match. It may sound like something you've heard elsewhere, but at Xact, it's actually at the core of our company DNA – just try us out!

We are part of the Ramboll Group, where we have a total of 16,500 employees across 35 countries and are proud to be considered among Europe's leading knowledge consultants.



We are 120 specialists with experience and expertise in designing, conducting, and following up on surveys among employees, customers, users, and other stakeholders. We are ready to help you create sustainable change.

Options

Strengthen security, efficiency, and user experience with customized configuration of your Xact product

TWO-FACTOR AUTHENTICATION

Double up on security

Xact is already a secure system that protects your data and helps you comply with relevant security requirements. However, it is still possible – and sometimes necessary – to upgrade your security further using two-factor authentication for login.

Like BankID – just easier

Two-factor authentication is another term for a type of security that you are already familiar with. BankID uses the same principle because there are two steps: First, you enter your username and password, then a one-time code.

Log in with a text message or your IP address

When you implement two-factor authentication for Xact, users login either with an additional code sent to them directly by text message after they enter the correct username and password. Alternatively this can be done automatically by limiting access to certain IP addresses belonging to your company. This way noone outside your organisation can gain access to Xact – even if a users credentials fall in the wrong hands.

You can choose the solution that is most convenient for you – but both solutions will double your security.



Two-factor authentication allows you to achieve optimal security.

SINGLE SIGN-ON

Less administration – and even greater security



One advantage of single sign-on is a significantly lower workload when it comes to administering the SurveyXact users in your organisation.

High data security has become a necessity, but it doesn't actually have to be so cumbersome. At least not for SurveyXact users.

Log into SurveyXact automatically when you log in at your workplace

With single sign-on, when you sign in at your workplace, you can start using SurveyXact immediately – without having to log in again.

Spend less time on user administration

One great advantage of single sign-on is a significantly lower workload when it comes to administering the SurveyXact users in your organisation. For example, when you use single sign-on, individual users are automatically granted the correct access in relation to their area of responsibility, department and location.

When an employee leaves the organisation, his or her access to SurveyXact is automatically removed

Single sign-on also means that when an employee leaves the organisation, they will no longer have access to SurveyXact. In other words, you don't have to manually remove access to SurveyXact to protect your data. This happens automatically when you remove the employee's access to your own network (when the employee is no longer part of your AD – active directory).

Custom domain

Improved security for your respondents – and better branding



Using your own domain provides a more consistent and professional experience of your brand in connection with surveys. Just ask your marketing department!

The average e-mail user typically receives e-mails from many different senders. Some of them are familiar, which makes the user feel safer. Others are unknown, however, which can make the user uncertain. That's why it is a good idea to use your own domain name for your surveys – it will make your respondents feel more secure.

Our customers experience a higher response rate

Many of our customers already make use of the option to use their own domain name on SurveyXact surveys (for example, "survey.g4s.com"). And as expected, these customers experience a higher response rate – and thus more reliable results – because respondents see just one familiar name throughout the survey.

More consistent brand experience

In addition to greater security for respondents, this form of white labelling provides a more consistent and professional experience of your brand in connection with surveys. Just ask your marketing department!

Distribution via digital post

Reach everyone more easily

Public companies often need to conduct various surveys to ensure the quality of public services.

Distribution via e-Boks is perceived as more secure and credible

With e-Boks distribution, you can easily reach out to everyone in a way that your respondents perceive as more secure and reliable. This means that using e-Boks will often be preferable to sending out surveys to private e-mail addresses. And this applies not only to public institutions, but also to private companies with access to e-Boks, such as banks and insurance companies.

You will still enjoy all the benefits of SurveyXact

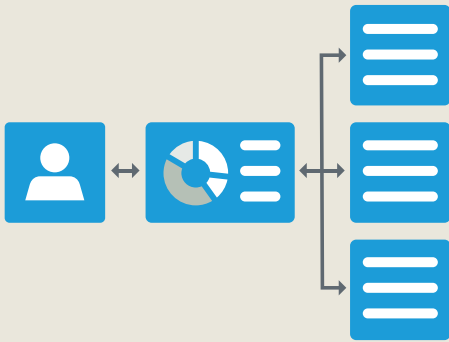
When you send surveys via e-Boks, you will of course retain all the benefits you already enjoy with SurveyXact, so you can still manage the entire process with just a few clicks. In short, you follow the same simple, familiar distribution flow as when sending ordinary e-mails from SurveyXact today.



When people receive your survey via e-boks / digital post, they will perceive it as more secure and credible, resulting in a higher response rate.

AUTOMATION

Let SurveyXact do the work for you



SurveyXact can draw on the data that is in your CRM system, for example, and send the right questionnaire to the right recipient at the right time.

SurveyXact is designed to generate useful knowledge for you and your organisation. Not only that – the system is also designed to do it in a way that requires a minimum of work on your part. The keyword is automation.

SurveyXact knows when who should be asked what

With an API solution, SurveyXact can draw on the data contained in your CRM or BI systems, for example, and send the right questionnaire to the right recipient at the right time. For example, if your CRM system shows that you have just met with a certain customer, an evaluation form would automatically be sent to that customer (trigger mechanism). If the customer doesn't respond,

a reminder could be triggered automatically. Once the customer has responded, the data would be readily available in your CRM system. All of this is completely automatic, without the risk of human error and with all relevant data collected in one place.

This makes your survey situational, which in turn means that the respondent finds the survey more relevant, making them more likely to be able to answer the questions more accurately. This results in a higher response rate and more reliable results.

Automatic updating of your own systems (SAP, Power BI, etc.)

As you can see, automation also works the other way. In other words, SurveyXact can automatically send relevant data back to your systems such as SAP, Salesforce, Power BI or Microsoft CRM – thus updating your systems without you having to do anything.

Options

Leverage our experience and
extract even more value from
your surveys

Get the right tasks solved in the right way



Do you need an experienced sparring partner when conducting your surveys with Xact?

A partnership with one of our project managers can provide you with new energy and inspiration for your task completion.

You can use Xact in many ways to gain insights into your stakeholders and create sensible transformations for and with them.

There's not just one way to solve a task — and there's not just one way to define a task. We can provide you with a process along with one of our project managers who will develop your practice and offer new perspectives on your surveys.

More quality in task completion

A partnership with one of our project managers offers benefits similar to those of a good sparring partner or mentor. You'll be talking to someone outside your own organization who can help you with both big and small issues related to your surveys. You'll have greater confidence that you're conducting the right surveys for your needs, and you'll receive input on how to make your surveys more accurate, both internally and externally.

Confidence in execution and skill development

You'll receive guidance on content and easy use of systems. The focus of the guidance can be on your tasks or your development desires. You can receive feedback on your overall annual plan for planned surveys, your topics and question formulations in a given survey, samples and data sources, tips for using the systems based on your interests and skills, ideas for engaging your organization, colleagues, and participants. The process can be tailored to at least one specific survey you need to conduct.

ACTION MAP

Gain deeper insight into what matters to your stakeholders

In our action map, we use statistical analysis to explore which factors truly make a difference to your employees, users, or customers. Your situation and survey set the framework for our analysis.

You'll gain insights into what matters to you

Regardless of whether your results are high or low, it's relevant to understand what's behind your results. An action map provides you with knowledge about which factors are particularly important for achieving better results. You determine both the target audience for the analysis (e.g., customers) and the key indicator (e.g., NPS) you need to gain insight into. The action map provides you with inspiration for focus areas for the factors that significantly impact your key indicator (e.g., reducing detractors and increasing promoters). We create the action map tailored to your specific issue and using data from your surveys.

Optimize your questions

Our statistical analyses behind the action map can also provide you with insights into the quality of your questions. Perhaps you're asking too many questions that are unnecessary for understanding fluctuations in your key indicator? Maybe your understanding of the fluctuations can be improved by asking more or adjusted questions? We'll discuss your options when we share the action map with you.



Not everything is equally important to your stakeholders. With our action map, you'll gain insight into what explains employee engagement or your Net Promoter Score among customers.

TEXT ANALYSIS

Thousands of individual comments — one clear overview

Quantitative results often take center stage in reporting. This is understandable, as quantitative results allow for transparent comparisons, such as comparing professional groups and departments. In this context, employees' comments may be overlooked. This is unfortunate because many people have a better understanding of the organization when presented with employee comments.

We can convey employees' comments in a confidential, consistent, and balanced manner - without requiring many calendar weeks and an excessively large effort on your part. The solution lies in an efficient collaboration between computer-based algorithms and organizational consultants who work with well-being and engagement in organizations.

A quick overview of comments

A qualified text analysis allows us to convey a picture of employees' comments: Which employee groups particularly provide comments? What tone characterizes the comments? Which topics are addressed in the comments? Do the comments touch on topics that were not addressed in the survey? Which topic categories account for the most comments? Which topics are most important to our larger professional groups?

A natural starting point

The text analysis also provides you with a list of comments that have a length and content that may deserve closer examination by you. This may be the first natural place to start if you want to familiarize yourself with important comments.



Have you received many comments and need an overview of what the comments are about?

Our text analysis provides insights into the topics that are important to your target audience (e.g., employees).

PHONE BOOST

Increase your response rate with phone calls



If you already know in advance that your target audience is reluctant to respond via mobile or computer, telephone interviews can be a valuable method to engage them.

Phone boost is for those who have high demands for a high response rate in their survey and want in-depth answers to their survey while reaching a hard-to-reach target audience.

If the response rate is too low, or if a particular target audience is underrepresented, we quickly launch a phone campaign to ensure valid results.

Phone boost is an easy add-on to your survey that enhances the quality of your survey.

With phone boost, you get:

- A higher response rate
- Access to hard-to-reach target groups
- Broad representativeness in the target audience
- In-depth answers to your questions.

High response rate

After carefully preparing the perfect questionnaire, setting it up, and sending it out, it can be disheartening if the response rate is too low, making the results statistically invalid. But with Phone boost, we can boost your response rate. Typically, we see that the response rate can increase by as much as 30-50 percent. Our interviewers call your respondents and encourage them to complete the survey. And if they don't have time to fill out the questionnaire, we interview them while they're on the phone. Easy and effective.

THE HYBRID WORKPLACE

Get current insights into how tasks, relationships, and employees' attachment to the workplace are influenced by the hybrid work format.

The hybrid workplace is still relatively new for many, where they are continuously learning and adjusting the workplace framework and principles for remote work. With our analysis concept, "The Hybrid Workplace," you get an easy and fast insight into employees' experiences of the workplace. It's not a full Workplace Assessment (APV) or a broad engagement survey. It's a short survey that tells you where your organization stands regarding the hybrid workplace. With insights from the analysis, the company will be better equipped to turn the hybrid work into a positive framework for the organization and its employees.

Current status of employees' views on remote work

The survey gives voice to employees' perspectives on the hybrid workplace and their attitudes towards remote work. In short, employees are asked to assess whether various work-related conditions have weakened or strengthened recently. The survey inquires about aspects such as collaboration/knowledge sharing, informal discussions, a sense of community, collaboration with colleagues, accessibility, efficient task completion, professional immersion, flexibility, and work-life balance.

Different needs among employees

Ramboll provides a comprehensive report containing key results from the survey. You'll gain insights into the attitudes of specific employee groups, and you'll receive actionable inspiration on how leaders can better support employees in the hybrid workplace. It becomes particularly important to uncover where leaders and employees perceive the hybrid workday differently.

You'll receive inspiration on how to orient and involve others. There is rarely only one attitude toward the hybrid workplace and remote work.

You only need to provide a list of employees who should participate in the survey. We'll take care of the rest.



For many, the hybrid workplace, where some work in the office while others work remotely or elsewhere, is still new.

Our analysis concept, "The Hybrid Workplace," provides you with easy and quick insight into the current status of the hybrid workplace at your organization.