



Panel Discussion | **[Experience-led Growth]** Driving Business Success Through Exceptional Customer Journeys



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What does "experience-led growth" mean within your organisation?

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Question 1

What does "experience-led growth" mean within your organisation, and how have you translated that into tangible business outcomes?



Q&A

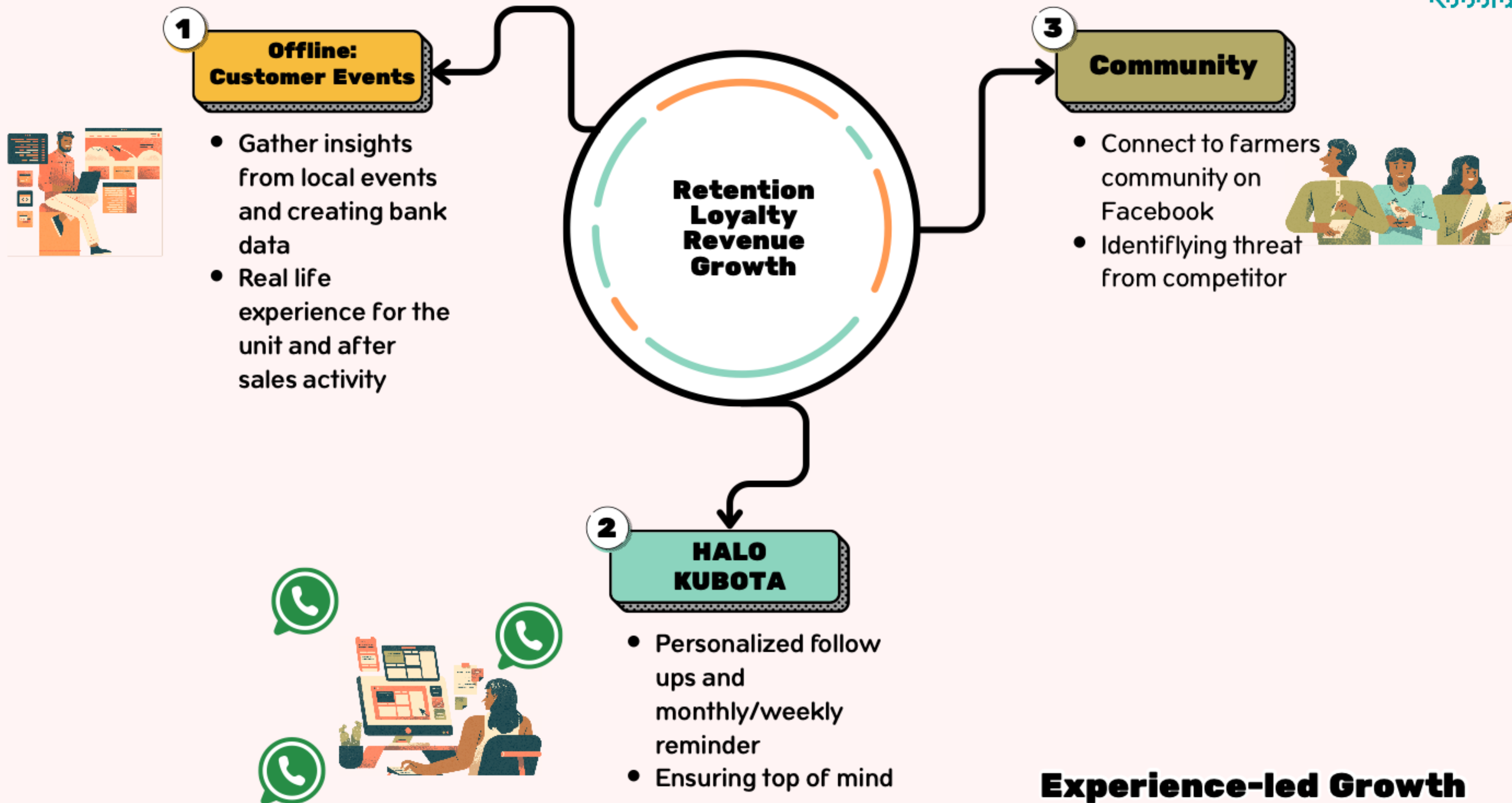
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Question 2

Can you share an example where improving the customer journey directly impacted retention, loyalty, or revenue growth?



Q&A





Q&A



Cara Pendaftaran:

- Kunjungi Primecare Clinic dan lakukan transaksi pertama (tanpa minimum transaksi)
- Isi formulir pendaftaran *membership*
- Dapatkan kartu *membership* keluarga Anda dan nikmati semua keuntungannya!

Jadikan Primecare Clinic pilihan utama untuk kesehatan keluarga Anda.

Ayo Gabung Sekarang!

Hubungi kami untuk informasi lebih lanjut:

📍 Primecare Clinic Panglima Polim
☎ 0811 1958 188

📍 Primecare Clinic Tebet
☎ 0811 8906 625



primecare clinic

Membership Card Primecare Clinic

Dapatkan Membership Keluarga Anda dan Dapatkan Berbagai Keuntungannya!



Keuntungan Diskon Layanan Kesehatan yang dapat Keluarga Anda Nikmati

DISKON 5%

- ✓ Dental Service
- ✓ Immune Booster
- ✓ Vaksin
- ✓ Medical Check Up
- ✓ Rawat Inap (maksimal Rp 500,000)
- ✓ X-Ray/Rontgen
- ✓ Lab. Test

Your Family's Trusted Health Clinic



Nikmati Keuntungan Eksklusif Lainnya untuk Seluruh Anggota Keluarga Anda

- 

Diskon 10% untuk Medical Check Up atau Immune Booster di bulan ulang tahun Anda.
- 

Akses pertama untuk promo-promo menarik di Primecare Clinic.
- 

Bundling Medical Check Up eksklusif untuk keluarga Anda.

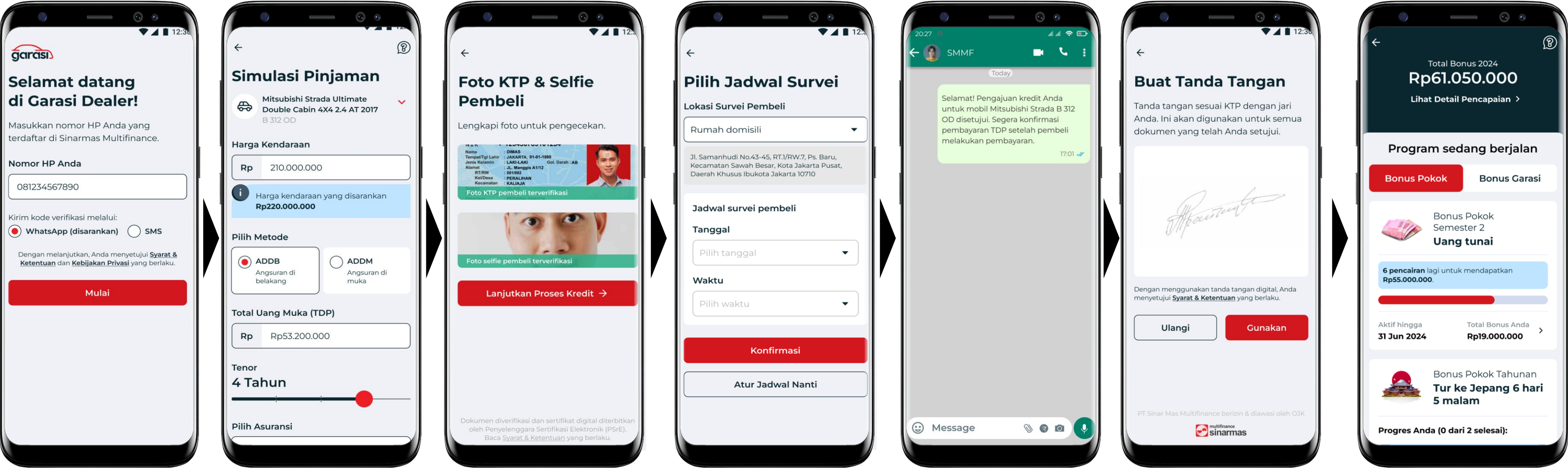
Your Family's Trusted Health Clinic



Q&A



Aplikasi GARASI Dealer: Fast & Reliable solution for dealers



LOGIN

SIMULATION

SLIK CHECK

SURVEY

APPROVAL

DOC SIGN

ALL DONE

DONE WITHIN 4 DAYS

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Question 3

How do you balance digital innovation with personalisation to ensure a seamless and human-centric customer experience?



Q&A

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Question 4

What role does internal collaboration (e.g. between marketing, sales, and product teams) play in shaping consistent customer journeys?



Q&A

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Question 5

What key metrics or signals do you rely on to evaluate the effectiveness of your customer experience strategy?



Q&A

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Roundtable Discussion

1. What's the most successful customer journey initiative you've led recently?
2. Which teams shape your customer journey, and how do you align them?
3. Where's the biggest friction in your journey today, and what are you doing about it?



Q&A