



# The Gaps Killing Your Business Growth

*When Digital, Employee, and Customer Finally Connect and Truly SHINE*

*"The gaps are not always obvious. But they are expensive."*  
Claire Boscq CSP & Andy Jarvis

## — KEYNOTE SYNOPSIS

Most organisations are not failing because their people are not trying hard enough. They are struggling because everything is working in isolation, and the gaps between them are quietly killing growth. Digital systems are disconnected from the people who use them. Employees lack the tools, clarity, and culture to perform at their best. Customer eXperience remains fragmented, sitting across departments that rarely speak the same language.

In this high-energy Power Duo, Claire Boscq CSP and Andy Jarvis introduce a new way of thinking about experience as one connected system. By bringing Digital, Employee, and Customer eXperience together, they show how organisations can close the gaps, unlock performance, and create consistent, human, high-impact experiences. When everything connects, organisations do more than improve. They SHINE!

## — THREE OUTCOMES FOR YOUR AUDIENCE

01

**See the gaps for the first time.**

Not as separate problems but as one connected challenge with a clear solution.

02

**Think differently about growth.**

The shift from fixing experience to aligning it changes everything. This is a growth strategy.

03

**Walk away ready to act.**

With the energy, clarity and conviction to move forward and truly SHINE.

Customer eXperience

**Claire Boscq**

The CX Energiser / [claireboscoq.com](http://claireboscoq.com)  
Top 10 Global CX Guru · Author · Heart-Led Leader

Claire energises people and organisations from the inside out. With three decades of expertise in Customer and Employee eXperience, she brings the human side back to centre stage, turning heart-led culture into the engine of performance.

Digital eXperience

**Andy Jarvis**

The Digital King / [andyjarvis.digital](http://andyjarvis.digital)  
Digital eXperience Architect · Author of Digital King

Andy unscrambles digital complexity and makes technology work for humans. He brings clarity, commercial reality and the strategic architecture to make Digital eXperience a driver of growth rather than a source of friction.

## — RATE CARD

### OPTION 1 · FULL FEE

**£11,888 for both Claire and Andy**

*All-inclusive investment*

- All travel — short and long haul
- Transport and accommodation
- Pre-event promotion and social media
- Complimentary E-Book for all attendees
- Post-event follow-up content

### OPTION 2 · IMPACT PARTNERSHIP

**What if our keynote was on us?**

- You cover travel.
- We waive our speaking fee and deliver impact on stage.
- We create revenue through a paid Executive Masterclass.
- Senior leaders work on real friction across Digital, Employee and Customer eXperience.
- Clear priorities. Practical action. Measurable impact.
- **You get a share in the revenue through a commission on every ticket sold.**

*Ready to close the gap?*

Claire Boscq CSP & Andy Jarvis

*Together We Elevate Experience*

GET IN TOUCH

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