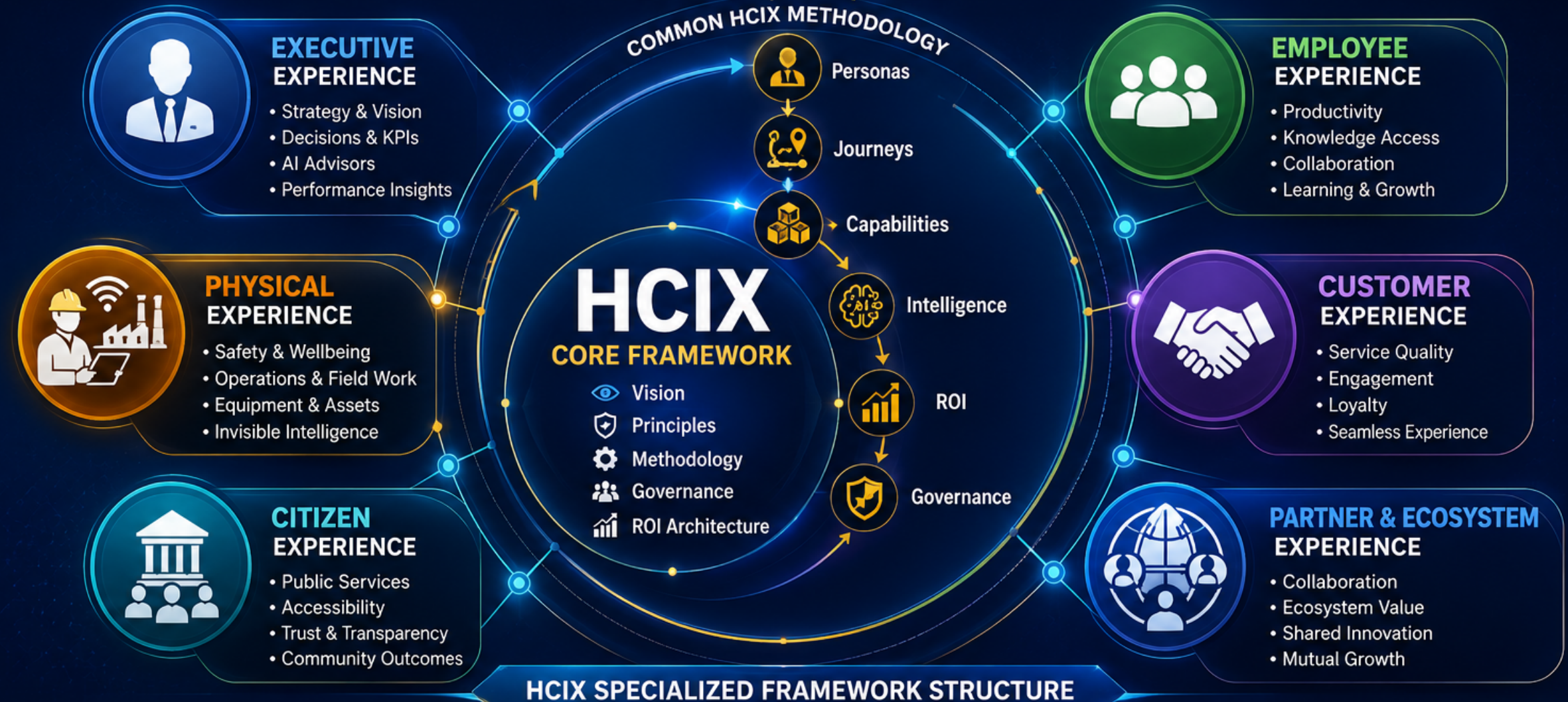


# PART II – HCIX SPECIALIZED EXPERIENCE FRAMEWORKS

• One Framework. Multiple Experience Domains. •



## HCIX SPECIALIZED FRAMEWORK STRUCTURE



### KEY PRINCIPLE

Every stakeholder experiences the organization differently.  
HCIX adapts the framework to each experience domain while maintaining a consistent **Human-Centric Intelligent Experience** philosophy.



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# HCIX Specialized Experience Frameworks

This infographic shows how the HCIX core framework can be adapted to six experience domains: executive, employee, customer, physical, citizen, and partner and ecosystem experiences. A shared foundation of vision, principles, methodology, governance, and ROI architecture maintains consistency while each domain addresses different stakeholder needs. The specialized framework structure moves through personas, objectives, journeys, capabilities, intelligence, ROI, and governance. Examples range from leadership decisions and employee knowledge access to service quality, field operations, public services, and ecosystem collaboration. The key principle is that different stakeholders experience an organization differently, requiring tailored experiences within one human-centric intelligent experience philosophy.

## Explore the complete framework

Related book: [HCIX - Human-Centric Intelligent Experience Framework](#)