## 5. Driver for change: improving customer experience

Dealing with customer requests takes more time if staff have to access old systems to find information they need.

## We can help you improve the customer experience

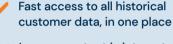
Are legacy applications causing problems for customers?

## THE ISSUES

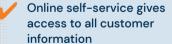
- Accessing customer information on old systems is time consuming
- Staff logging into multiple systems is inefficient
- Online self-service is difficult if customers can't see all their account information

Our application decommissioning solution can help

## THE BENEFITS















INEFFICIENT PROCESSES



HIGH COSTS



POOR CUSTOMER SERVICE







LOWER COSTS



SATISFIED CUSTOMERS

