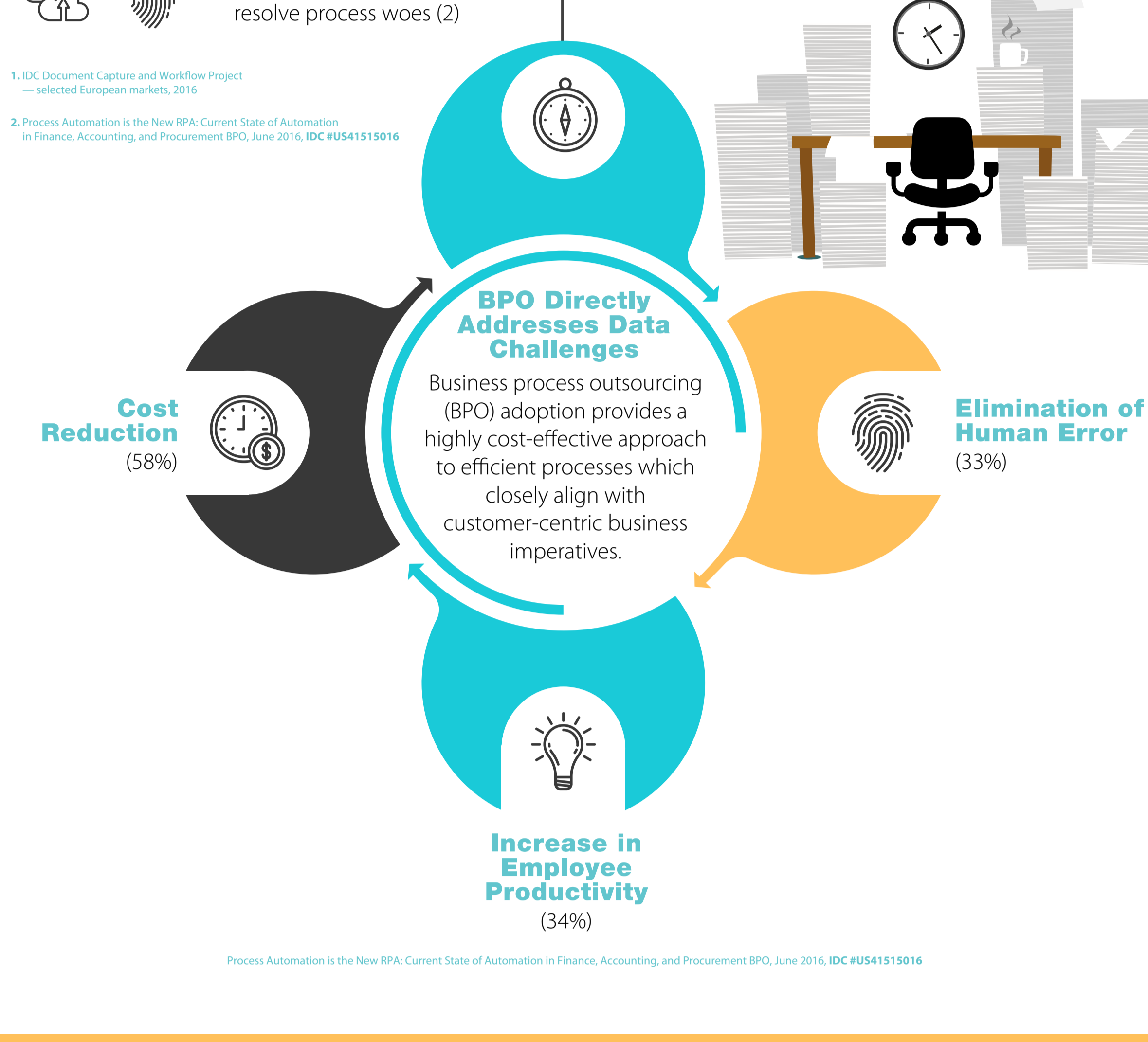
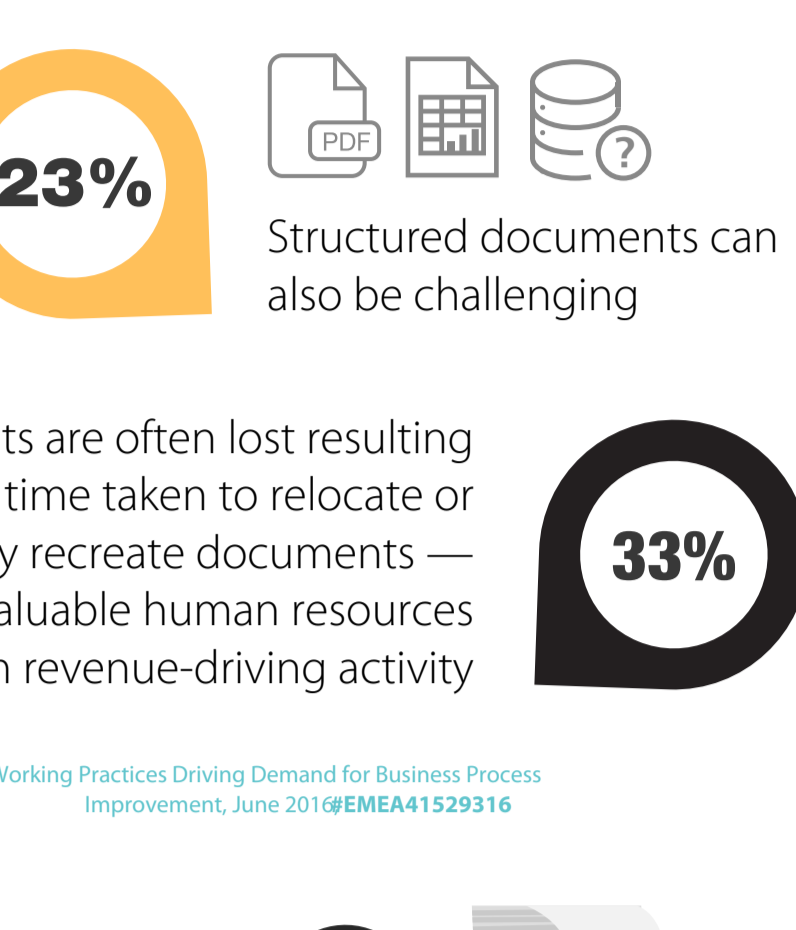
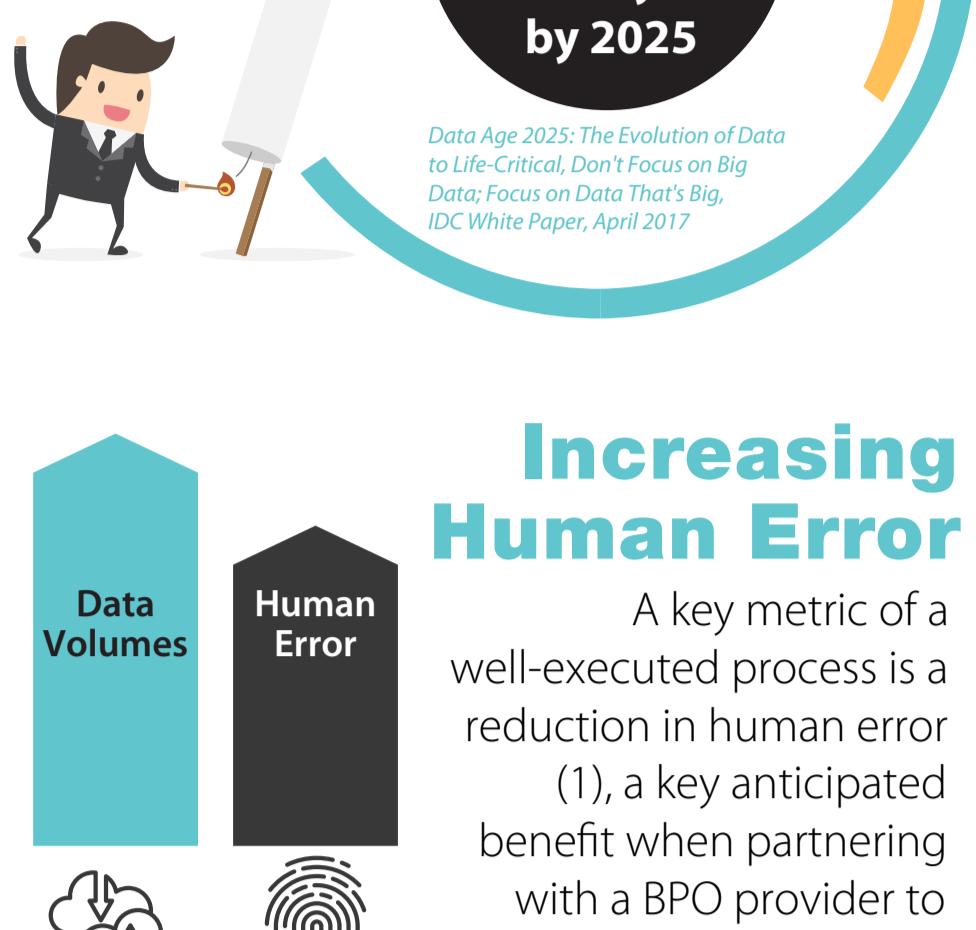


INTELLIGENT BUSINESS PROCESS AUTOMATION

ENABLING A SECURE CUSTOMER-FIRST DIGITAL STRATEGY

THE CHALLENGE

MANAGING UNSTRUCTURED DATA TO GAIN BUSINESS VALUE

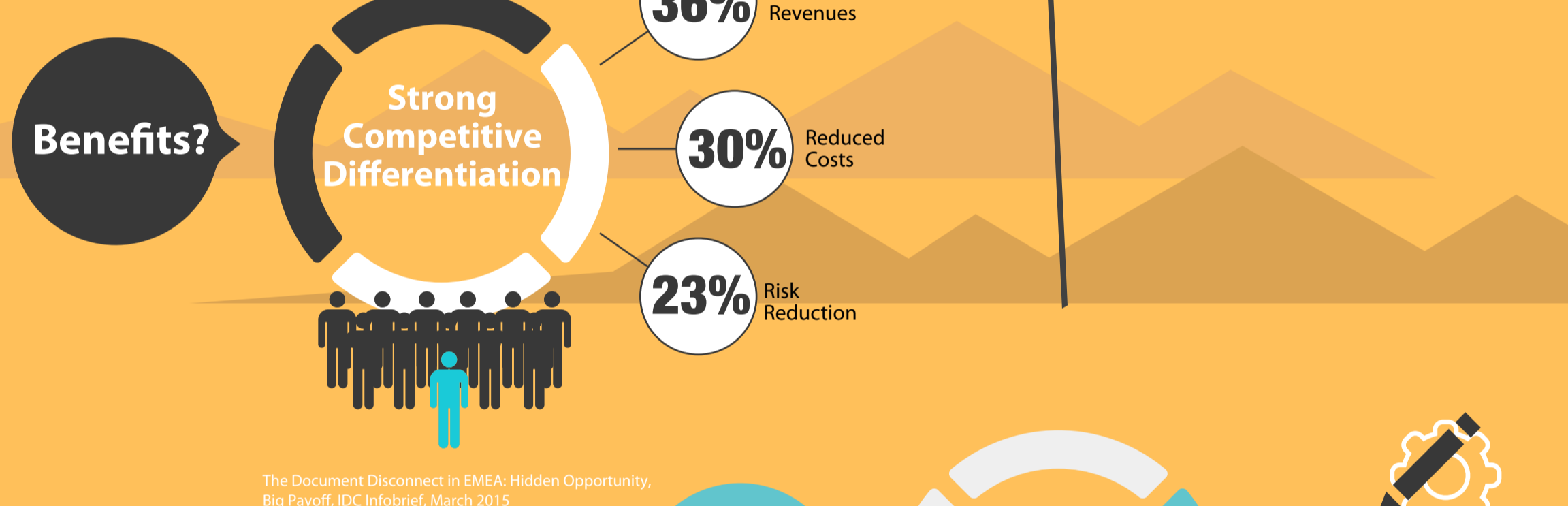


ENHANCING CUSTOMER EXPERIENCE

AS THE OVERARCHING BUSINESS PRIORITY ACROSS INDUSTRIES



Excelling at Value-Added Customer Service:



Banking Sector Leading Digital Transformation

Leading companies across industries have digital transformation on the agenda with the banking sector (92%) leading the way.

Digital Transformation in Europe: Strategies and Priorities by Vertical Market, January 2017, IDC #EMEA1976416, IDC Survey

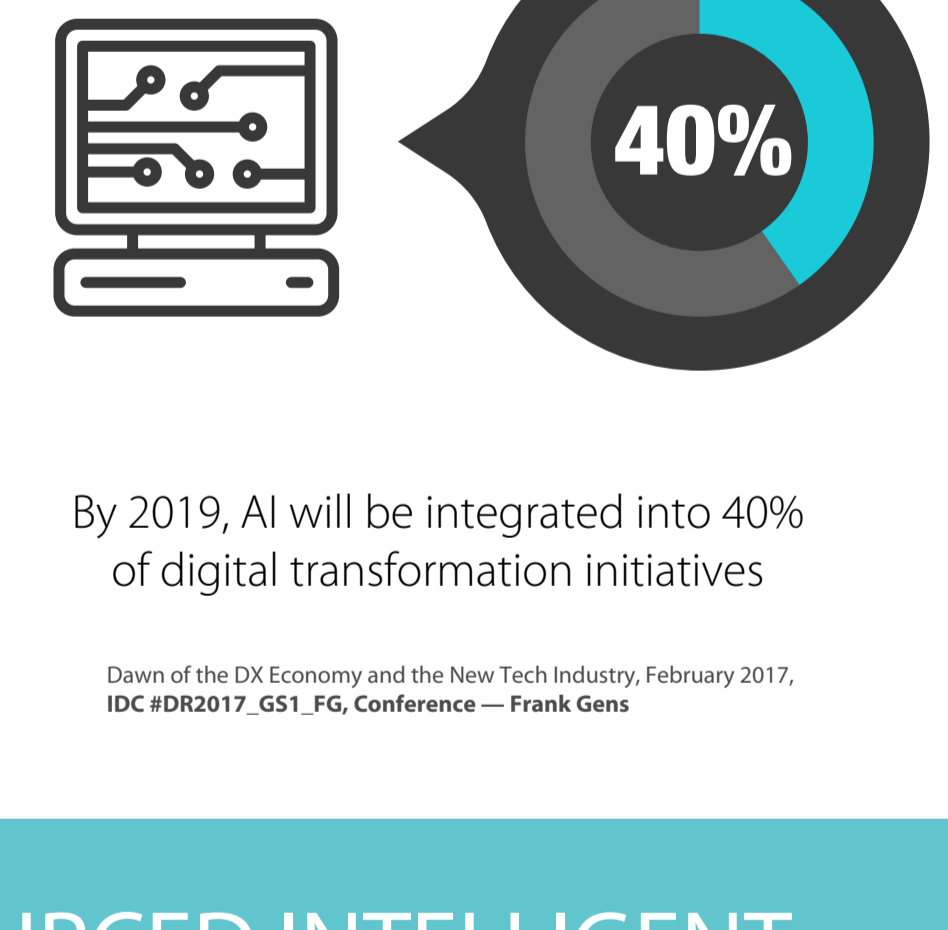
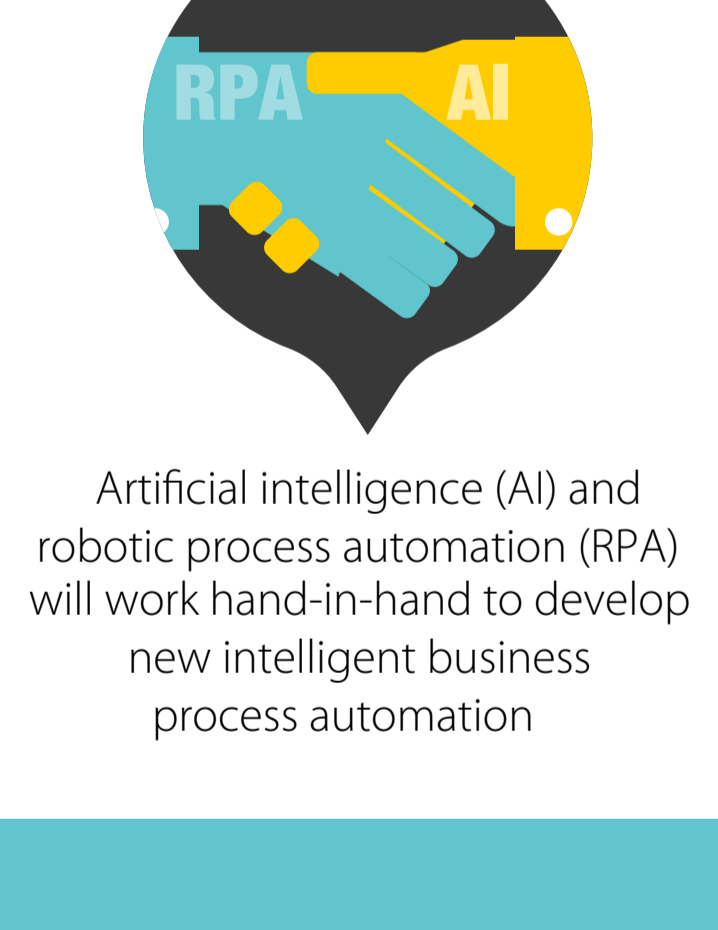


IDC predicts that in less than five years, **half of the world's leading companies will depend on their ability to create digitally enhanced products, services and experiences to secure their longevity.**

Dawn of the DX Economy and the New Tech Industry, February 2017, IDC #R2017_G51_FG, Conference — Frank Gens

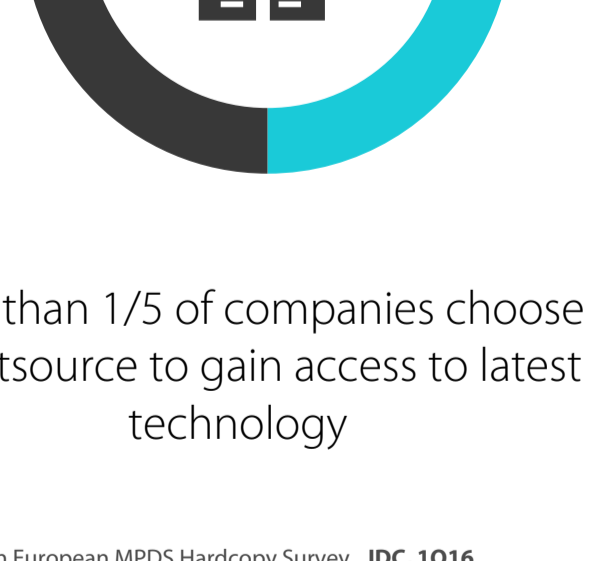
REIMAGINING BPO

DRIVING AND ENABLING DIGITAL TRANSFORMATION



OUTSOURCED INTELLIGENT AUTOMATION

Outsourced intelligent automation enables companies to benefit from an innovative approach to handling inbound physical and digital information across different media to quickly process customer communications and escalate exception handling for rapid resolution — adding value to the customer engagement.



BPO PARTNERING FOR DIGITAL TRANSFORMATION

Where to Begin?

- Which processes are most challenging?
- Which processes have the most negative and positive customer impact?
- Which information is relevant and valuable to the business?
- What business process initiatives will have the greatest overall impact?
- What are the timescales for return-on-investment?

What to Look for in a BPO Partner ...

- Deep-rooted understanding of how processes work most effectively
- Ability to combine the physical and the digital world to support the end-to-end process
- Ability to manage and integrate structured and unstructured data
- Provide consultative services around new business requirements — capable of transforming processes
- Continuous investment in leading technology to continually refine and optimise business process, pre-empting market changes
- Ability to measure performance
- Delivery model to suit customers' level of data privacy, whether onsite, nearshore or offshore
- Delivery of fully compliant processes