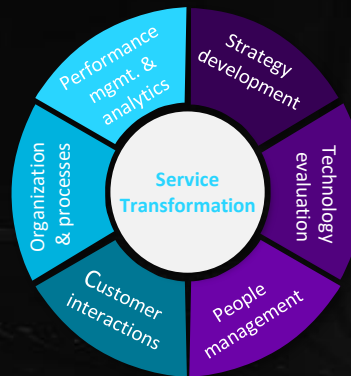


Customer Experience & Service Transformation

Client Business Challenge

- Digitization in Service is the new reality not just a lip service - customer expectations for a seamless omnichannel experience at all touchpoints must be fulfilled
- At the same time, efficiency pressure has not slowed, meaning service must focus on valuable interactions and drive automation consequently
- Employees are essential to success, but they are not appropriately empowered, nor are they optimally supported with tools
- Customer experience is a key strategic goal, but concepts for implementation and scaling are lacking

BearingPoint Contribution



- End-to-End Service Offering from strategic target picture definition to operational excellence – including:
 - Experience Strategy and omnichannel setup
 - Comprehensive Evaluation and fit-gap analyses
 - Target operating model and process design
 - System design and implementation

Client Business Outcomes

- Increased in Net Promotor Score for customer service by 20 percentage points
- Reduction of customer contacts by 9 to 12 percent with deflection and automation
- Increase of first contact solution rate by 13 percentage points
- Increased customer satisfaction trough digitalization and standardization of customer service processes