

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

- ✓ Fast access to all historical customer data, in one place
- ✓ Legacy content is integrated with business applications, only log in once
- ✓ Online self-service gives access to all customer information



INEFFICIENT PROCESSES



HIGH COSTS



POOR CUSTOMER SERVICE



IMPROVED PROCESSES



LOWER COSTS



SATISFIED CUSTOMERS



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