

# Customer Success

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# Safe Harbor and Disclaimer

## Forward Looking Statements Safe Harbor

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**Understand how we have driven execution?**

**What strengths underpin our delivery?**

**How are we driving growth to \$2Bn?**



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**Our delivery execution has underpinned the journey to **\$1BN...****

**1**

**DOMAIN & TECH DRIVING “TRANSFORM AT THE INTERSECT”**

**2**

**PRODUCT ENGINEERING @ SCALE - THE FOUNDATION OF OUR CAPABILITY**

**3**

**INNOVATION TO DELIVER SOLUTIONS & IP TO DELIVER BUSINESS ASKS**

**4**

**ACADEMY MODEL TO ALIGN TEAMS TO CLIENT NEEDS**

# Leveraging our **industry and technology** expertise to deliver business **outcomes**

In 2023 we implemented a data led solution for addressing financial crime remediation for a tier 1 bank that has closed over 3.8m cases, and saved over £100m in operational spend





# Accelerated engineering using partner platforms to execute at scale

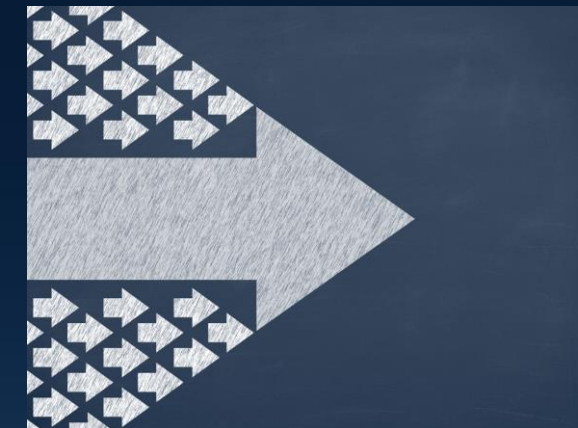
During 2020 we worked collaboratively & tirelessly to deliver end-to-end digital platforms in weeks to support schemes that provided financial help to millions of businesses and citizens



Build & support of services processing annually 70M+ customers & \$800BN revenue



Digitization & automation of 1.5BN evidential documents, improved responses from 200 to 28 days



Platforms to support relief schemes in UK

# Partnering with our clients to **innovate, engineer & deliver** a world-class customer **experience**





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# Our Numbers Provide Insights on Why our Strategy Works...

**79%**

GPTW

**14.1%**

LTM Attrition

**62%**

NPS

**10+**

Avg. Tenure for  
Top 10 Clients

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# Enabling sustained growth

# GROWTH



**Increased mining of targeted  
Key accounts**



**Client services investment to  
drive cost value**



**3-in-box consulting led delivery  
to drive trusted partner status**



**Generate large multi-tower/  
partner driven deals**





Coforge

Investor Day

2023

Let's **engage!**

