Outcomes + Value Enabled

**FOUNDATION**
Stable

- Client Satisfaction
- Controls and Compliance
- Base Service Level Agreements

**AUTOMATED**
Efficient

- Solution Productivity
- Leading Practices
- Transformation Roadmap

**INSIGHTS-DRIVEN**
Predictive

- Improved Business Outcome Indicators
- Predictive Operations
- Agile workforce

**INTELLIGENT**
Future Ready

- End-to-end Digitized and Transformed Process
- Top Quartile Performance
- Workforce Transformation: Specialization@Scale

Talent

- Transactional +
- Robotic +
- Agile +
- Specialized

Maturity