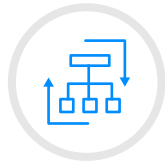


INTELLIGENT BUSINESS SERVICES

WHAT ARE WE SEEING IN THE MARKET PLACE



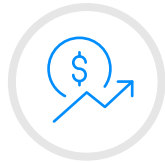
Organisations are restructuring



Faster need for digitisation



Plateau in traditional shared services



Ability to effect the total cost of ownership (TCO)

THE BENEFITS



Multi-tower services



Accelerating digitisation of the core



Experience ownership



Senior leadership sponsors



Joint innovation

THE BUSINESS OPERATING MODEL

