

What does a Customer Lifecycle Management (CLM) transformation offer?

	Client Experience	Protect Your Brand	Efficiencies
Current Challenges	<p>>30 Days on average to onboard a client (non-retail)</p> <p>>12 People reaching out to the client during onboarding</p>	<p>Continual change of regulations drives complex internal decisions</p> <p>>10% Error Rates in onboarding leads to rework or fines</p>	<p>>\$25m Spent on people, process and technology</p> <p>>100 FTEs dedicated to CLM activities</p>
CLM Enables	<p>Surpass client expectations, create sustainable growth opportunities and support client interactions</p>	<p>Meet legislative and regulatory requirements</p>	<p>Foster the rapid development and implementation of new products</p>
Achievable Results	<p>>20% reduction in the client onboarding time, with strong focus on client experience</p> <p><6 FTEs now needed to interact with the client</p>	<p>Avoid regulatory fines through a rules-driven solution with future-proofed process-driven compliance</p> <p>>95% quality-controlled onboarding outputs build strong regulatory compliance framework</p>	<p>>50% reduction in the cost of regulatory change and time to complete change</p> <p>>30% reduction in cost to run CLM (including IT, audit and operations)</p>

The achievable results above are illustrative and based on Accenture's experience. Actual results may vary.