

“ActAsOne” Enigen’s Digital Transformation Roadmap for Customer Experience.

Enigen are a Digital Oracle CX Consulting Partner. We help our customers define, plan and implement their Customer Experience Strategy driving cost efficiency and enhancing profitability.

Enterprises today are faced with a digital conundrum; delivering exceptional customer experience (CX) in a cohesive form, whilst cutting costs and increasing sales.

THE CHALLENGE IS HOW, AND WHERE TO START

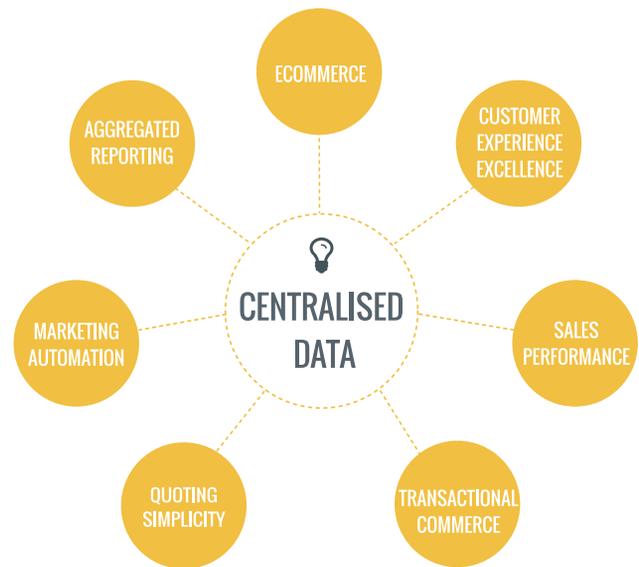
ActAsOne is designed around the concept of a single organisational strategy. It delivers a roadmap of technology innovation, a complete customer experience solution, to achieve business objectives and goals, futureproofing any application investment.

It then accelerates transformation of your business activities and processes, fully leveraging the changes and opportunities of Digital Cloud. This also highlights where you can take opportunities to excel in your customer experience and differentiate against your competitors.



HOW IT WORKS?

- 1 We help you map the current customer journey through highly-collaborative Customer Journey Mapping (CJM) workshops, against all channels. We need to understand your business.
- 2 We will prioritise the findings with you and make recommendations through the construction of a 3-year roadmap, highlighting quick wins and longer term opportunities.
- 3 We will then run a cloud readiness and business capability assessment so you can understand the business change that goes with this type of transformation, and the ROI. We help you validate any change before it happens, and understand the benefit.
- 4 We then create a project delivery model incorporating business change, adoption and communication strategies, alongside the technology implementation, that delivers the agreed business objectives.



Enigen work in partnership with your organisation. Turning goals and assessments into tangible deliverables, collectively closing the gaps to reach your objectives and start the journey to Digital Transformation improving CX, reducing costs, and driving revenues.