

## Luxoft CLM solutions — streamlining your client management

Navigating the landscape of client management often results in missing targets, which can negatively impact customer satisfaction and time-to-market



At Luxoft, we understand that the core of this challenge lies in how best to organize and manage end-to-end and front-to-back processes. This encompasses resources, integrated technology, and ensuring you meet customer expectations — all vital components of a holistic operating model. This is but one of the 8 pivotal elements we've honed in on.

### As head of operations, do you often find yourself grappling with:

- Crafting business process 'mechanics' that seamlessly align with customer journeys and channels?
- Allocating team roles, tasks, locations, and integrating shared services?
- Selecting the right software, infrastructure, and hardware tailored for each process?
- Ensuring precise storage, access, and sharing of customer data in line with compliance standards?
- Designing an efficient change management framework to guide your organization through the transformation?
- Setting up governance processes for consistent business performance monitoring across the organization?



**We're here to assist.**

### Luxoft's CLM solutions consulting team boasts a rich history of supporting global and regional banks to:

- Align customer journeys with internal processes, teams, and technical systems
- Determine the requisite skills and capabilities for each team in the process
- Create a secure data flow and pinpoint associated systems
- Outline and execute key success markers, KPIs, and metrics to manage both the transformation phase and ongoing operations
- Rectify underperforming programs due to adoption issues and misaligned expectations, capitalizing on our deep-rooted expertise within the financial sector

### Yet our commitment goes further. Dive into our exhaustive consulting and transformation services, including:

- CLM health check: Vendor scrutiny and comprehensive solution preparedness
- Program blueprint and governance: Guaranteeing an uninterrupted transformation journey
- Jurisdictional synchronization: Equipping you to navigate diverse regulatory terrains
- Change management: Steering your team throughout the transformation
- Business training and assimilation: Preparing your squad for the revamped framework

**Connect with us today** and discover the full extent of Luxoft's CLM solutions offerings. Together, we can elevate your client management to new heights.