

Customer/client lifecycle management journeys

Client Lifecycle Management (CLM) transformation projects are often a challenge, missing key targets in areas such as customer satisfaction and time-to-market.

At Luxoft, our CLM Solutions Consulting team has identified eight critical areas that can make or break a transformation project, starting with CLM journeys.

Creating and supporting customer-focused, seamless and multichannel processes while meeting internal compliance and operational requirements

As a Client Relationship Manager, do you grapple with:



Customer frustration at a lack of a 'One-Bank' feeling?



Compromised customer experiences due to overrides from internal policy, business process, or technology?



Resentment from clients receiving multiple requests for data and documentation from various business teams?



Disappointment from clients unable to self-serve efficiently and effectively through integrated channels?

At Luxoft, our CLM Solutions Consulting team provides comprehensive solutions. We have successfully collaborated with global and regional banks to:

- Perform holistic business, technical assessments and gap analysis.
- Transform end-to-end business processes.
- Implement CRM to CLM application integrations.
- Define business and technical CLM Target Operating Models.
- Design front-to-back and end-to-end digital CLM journeys.
- Support customer portal to bank system integrations.

Our consulting and transformation services include:

- **CLM Health-Check** – A comprehensive review of your current state to identify potential improvements.
- **Jurisdictional Harmonisation** – Ensuring compliance across various regulatory landscapes.
- **Vendor Analysis** – Assistance in choosing the right technology partners.
- **Change Management** – Facilitating smooth transitions to new processes and systems.

Connect with us to discover how Luxoft can guide your **CLM transformation journey**, helping you hit targets and exceed customer expectations.