

# 6. Driver for change: improving the user experience

Do you have older applications that are difficult to integrate with other systems?  
Do staff find them hard to use?

We can help you improve the user experience



Do legacy applications cause problems for staff?

## THE ISSUES

- ✗ Difficult for staff to find information in multiple or old systems
- ✗ Tasks and queries are harder to complete
- ✗ Less time available for other higher value work



Our application decommissioning solution can help

## THE BENEFITS

- ✓ Stores data from all applications on any platform in one place
- ✓ It's easy to find the information you need
- ✓ Simple and easy to use – it works with web and mobile interfaces



INEFFICIENT PROCESSES



HIGH COSTS



POOR CUSTOMER SERVICE



IMPROVED PROCESSES



LOWER COSTS



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