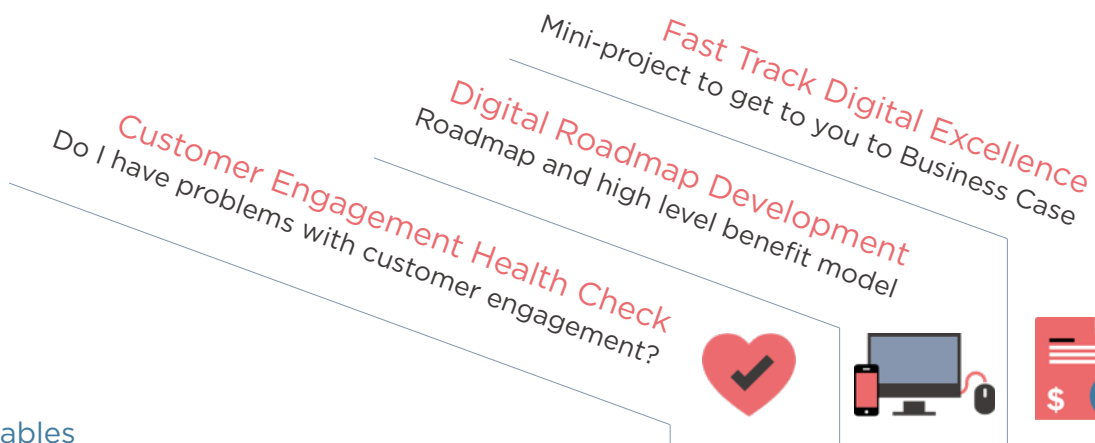


# Side by side comparison



## Deliverables

Engagement period	1 week	3-4 weeks	6-8 weeks
Must have IT resources for solution design & cost estimates	X	X	✓
Core Interviews - Call Centre Manager - COO/Operations Manager - Strategy Manager - CIO/IT Manager - Website Owner	✓	✓	✓
Double jack calls	✓	✓	✓
Review existing website functions and adoption	✓	✓	✓
Problem areas Identified with order of magnitude according to impact, confirm areas of strength in customer engagement	✓	✓	✓
In depth stakeholder interviews across the business	X	✓	✓
Detailed review of problem processes/high AHT or post call processing	X	✓	✓
Workshop problem calls with call centre staff	X	✓	✓
High level review of existing data integration with back end systems and consider how recommended solution could be integrated	X	✓	✓
Benefit model high level estimates	X	✓	✓
Recommendations & Digital Roadmap	X	✓	✓
Review existing user journeys through the website & where necessary propose new experiences for the roadmap	X	X	✓
Review existing IT architecture	X	X	✓
Rollout plan for Digital Roadmap prioritised based on benefit, CX, IT feasibility & other business priorities	X	X	✓
Benefit Realisation Plan Month by month adoption plan & benefit forecast for tracking lead indicators and benefit realisation	X	X	✓
Story development (user stories) for solution design & cost estimation	X	X	✓
Business Case	X	X	✓
IT cost estimates (IT resources not included in this contract)	X	X	✓
Next steps	✓	✓	✓

