

9.1

Delivering Exceptional Results

- **Operational Efficiency:**
 - Reduced email response times by 50%
 - Increased processing accuracy by 35%
- **Business Value:**
 - **Estimated savings of \$7 million per year** over the next **5 years**
- **Customer Satisfaction:**
 - 40% increase in user satisfaction ratings
 - Improved overall customer experience
- **Strategic Advantages:**
 - Freed up staff to focus on complex issues
 - Gained insights from data analytics to inform business decisions
- **Recognition:**
 - Awarded the **"Make It Happen"** award in **2023**



Make It Happen!

Key Performance Metrics

