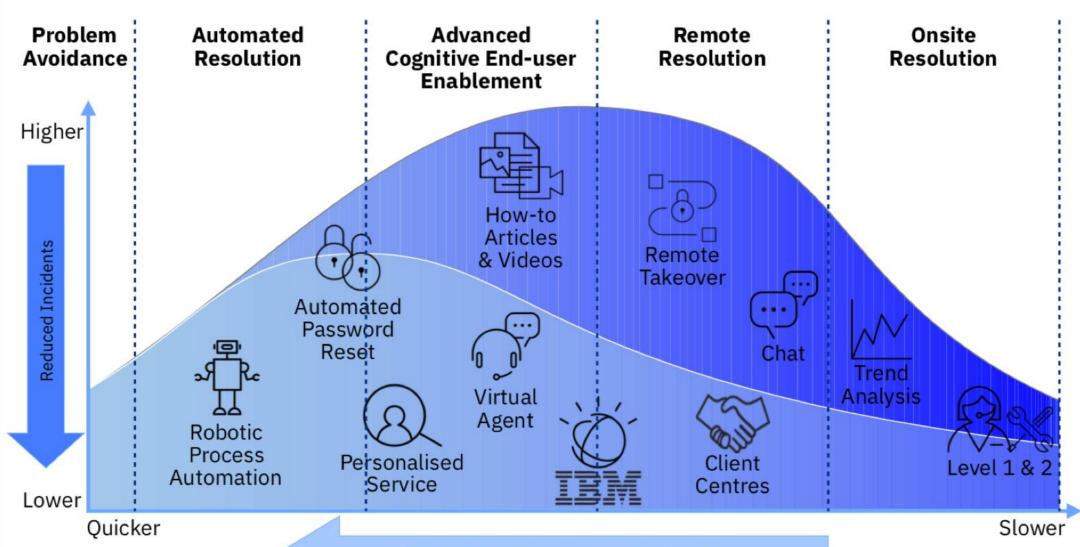
Client Centres,

Vending Machines

## Device Centric Transformation Elements Experience Centric **Current Model Future Model** Anywhere, any time, Physical place, **Applications & devices** limited devices any device; Choice Personas, Workspace Image management Platform management Management & BYOD Device dependent Simplified, consistent End user experience access to business tools services and apps Multichannel & Self-Service desk **Enable** Single channel IBM Watson, ServiceNow Mobile enabled Historical data Performance insight predictive analytics

**Desk-side support** 

Desk-side help



Increased Automation & Self-enablement