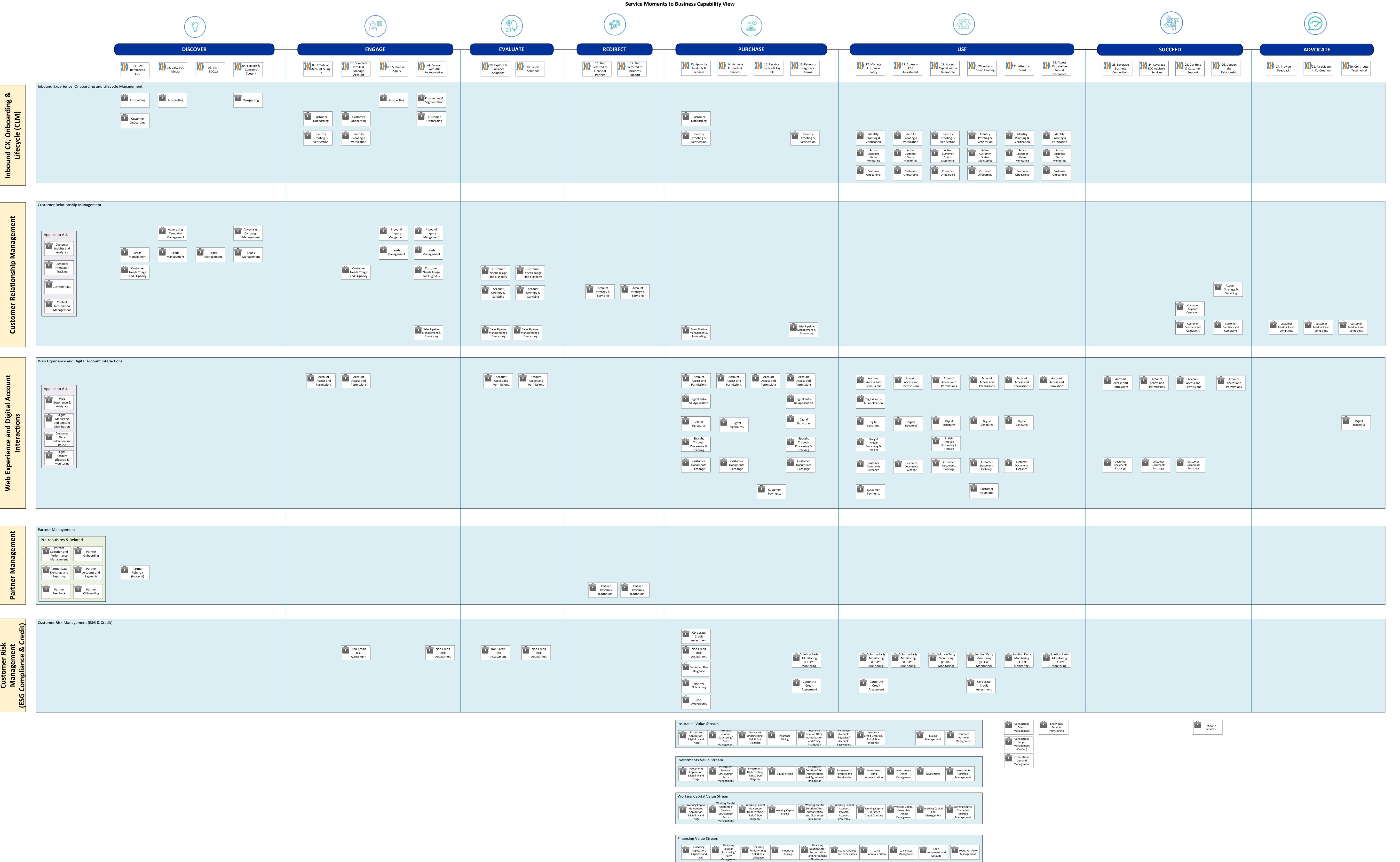
EDC Customer Journey Analysis



Common Services & Advisory

Sales
Operations and
Management

Legal
Transactional
and Asset
Services

Business
Governance,
Process and
Controls

Technical
Advisory &
Assessmment

Solution
Delivery
Automation
(RPA)

Economic
Transactional
Advisory

Market & Industry Information & Advisory

Taxation Advisory Delegation of Authority

Financial Limits Framework -Obligor 360

Disclosure

Payments

Covenants
Monitoring

Covenants
Monitoring

Claims/
Exception
Adjudication &
Recoveries

Solution
Analytics and
Portfolio
Management

Crisis Advisory

Special Risks & Write-offs

Customer Support Management Product Brand Management