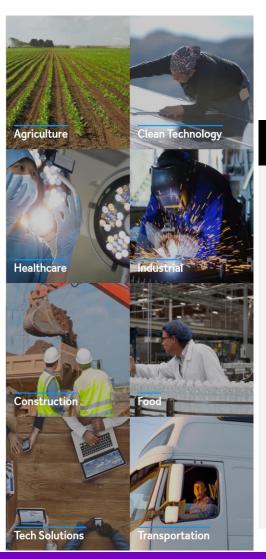
Transformation from Tradition to Agility:

Dutch leasing organization revolutionizing IT with a future-ready operating model



DLL is a global vendor finance company headquartered in Eindhoven, The Netherlands. DLL is a wholly owned subsidiary of Rabobank Group

Client Objectives

- TCO reduction: Year on year reduction of total cost of IT ownership
- New to outsourcing: In house IT development & maintenance
- Stability of Operations: Service level fulfilment towards business & operations.
- **Lack of Industrialization:** No process/framework to guide IT operations
- Reliability & Agility: Commitment on the delivery of the programs/transformation
- · Cost efficient delivery

How Accenture helped?

- 8-year managed services deal to mature the IT services of application development & Support.
- Rigor in **standardization of IT processes** with Business & IT.
- Established COE for legacy application knowledge management
- 4th year of service, pivoting from traditional AMS - AD operating model into Agile operating model.
- Framework to **scale Agile Maturity** from standard to advanced.
- 7th year of service, transformation from IT driven to Business-driven agile operating model

TCO reduction for bank 38% through this partnership 40% Incident Inflow reduction **75% Priority incident Reduction** Continuous improvement 67K Hrs hours delivered 3600 SP Delivered Velocity/Year 5% YoY productivity commitment 100% IT Compliance **Co-Innovation with DLL**

Outcomes

70%	Reduced in time spent on each customer interaction
60%	Interactions handled through Digital Assistant