

# Empowering your frontline

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**“Without doubt, there are lots of ways to measure the pulse of a business. But if you have employee engagement, customer satisfaction, and cash flow right, you can be sure your company is healthy and on the way to winning.**

***Jack Welch***

Empowering front-line workers has resulted in

69%↑

Customer  
Satisfaction

72%↑

Productivity

69%↑

Employee  
Engagement

# Empowering front-line workers has resulted in



**“Frontline employees have a better understanding of how the business works”**

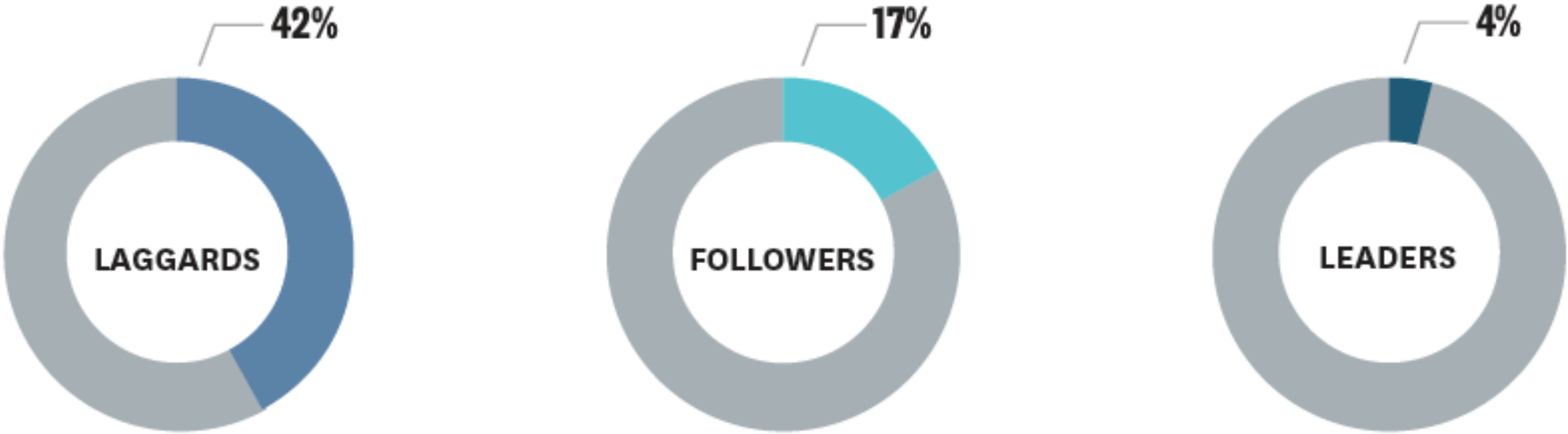
## **Making it happen**

- 1. Lead the way**
- 2. Drive cultural change**
- 3. Modernise analytics**

## Leading the way

- **Believe in a data driven decision making**
- **Democratisation of data**
- **Invest in digital capabilities for their frontline workforce**

# Laggards refuse to decision making with frontline





## Driving cultural change

**“Outside some core areas such as actuarial and underwriting, a lack of data literacy is the single largest enemy we are fighting”**

**Bill Zhang, CDAO AIG Japan**

## Questions answered per month by analyst team

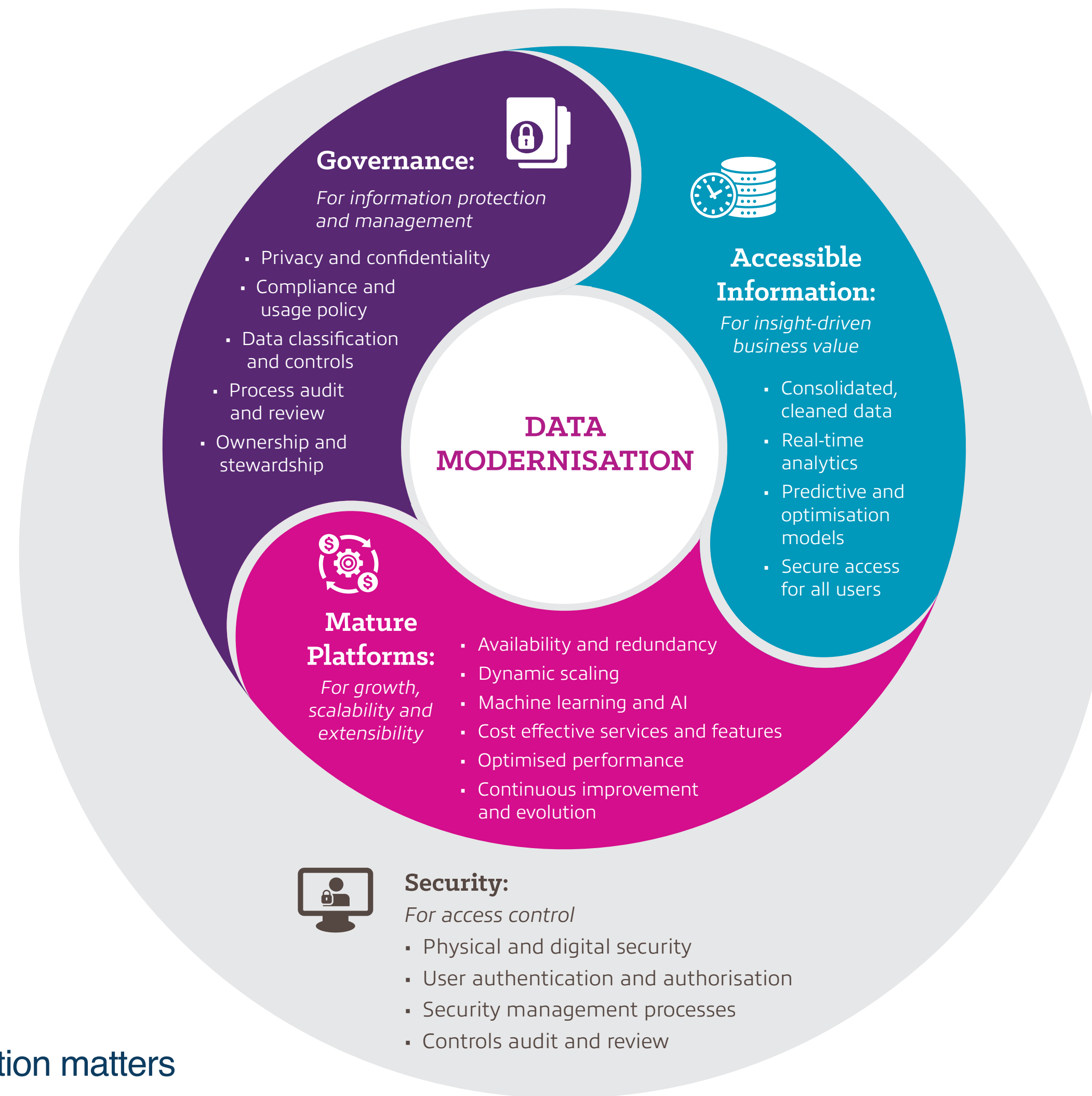
~300/month



~2000/month



# EMPOWERING YOUR FRONTLINE



Insight: Future proof - Why data modernisation matters

**Exposed call detail, customer and account details to customers through natural language search**

**1.1m**

**SMB  
Customers**

**10k**

**Enterprise  
Customers**

**45%** ↑

**Net Promoter  
Score**

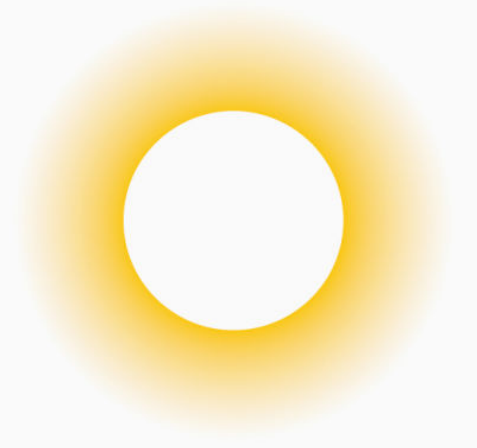
**Provided full transaction level data to  
Operations Team**

**Claim**

**\$30m ↑**

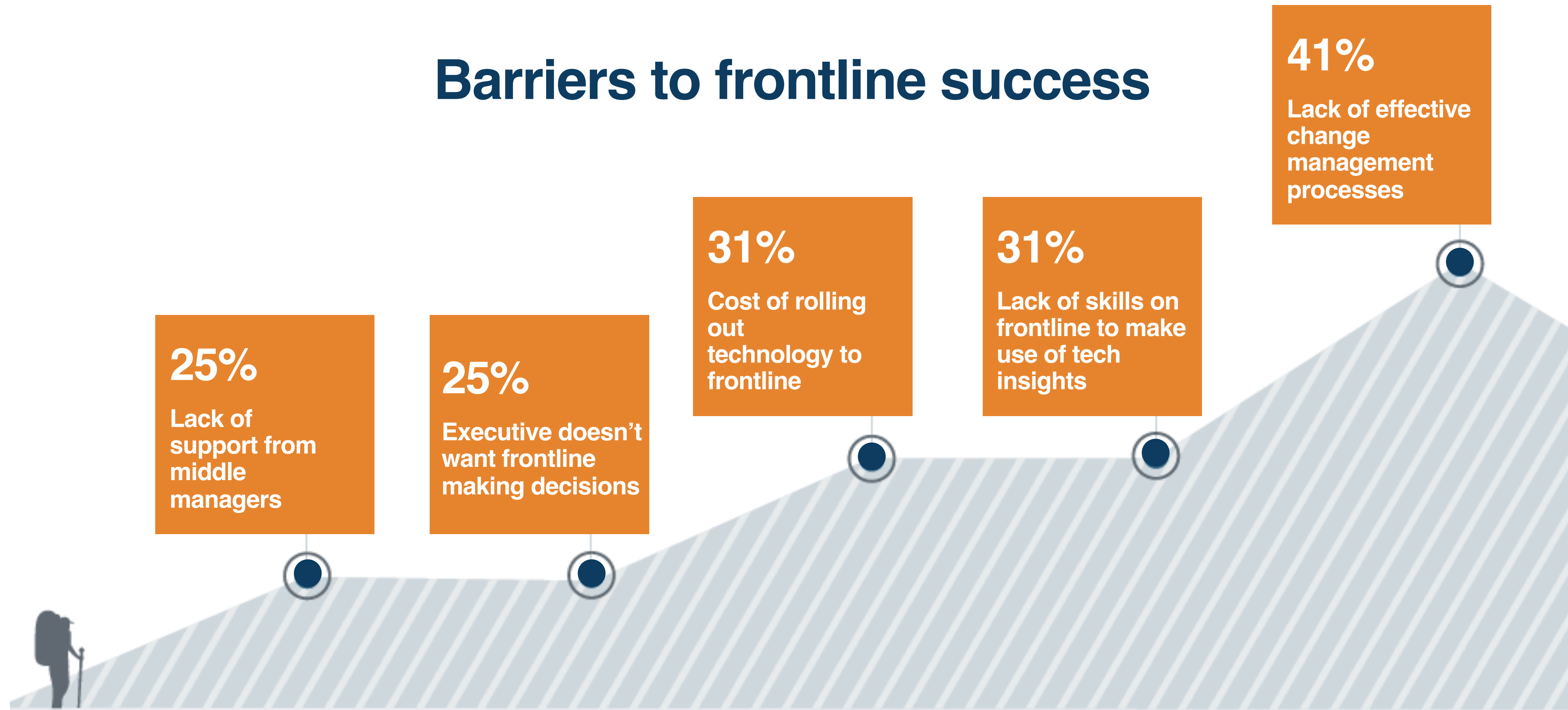
**New  
Opportunities**

**SUNCORP**



**HARPER STONE**

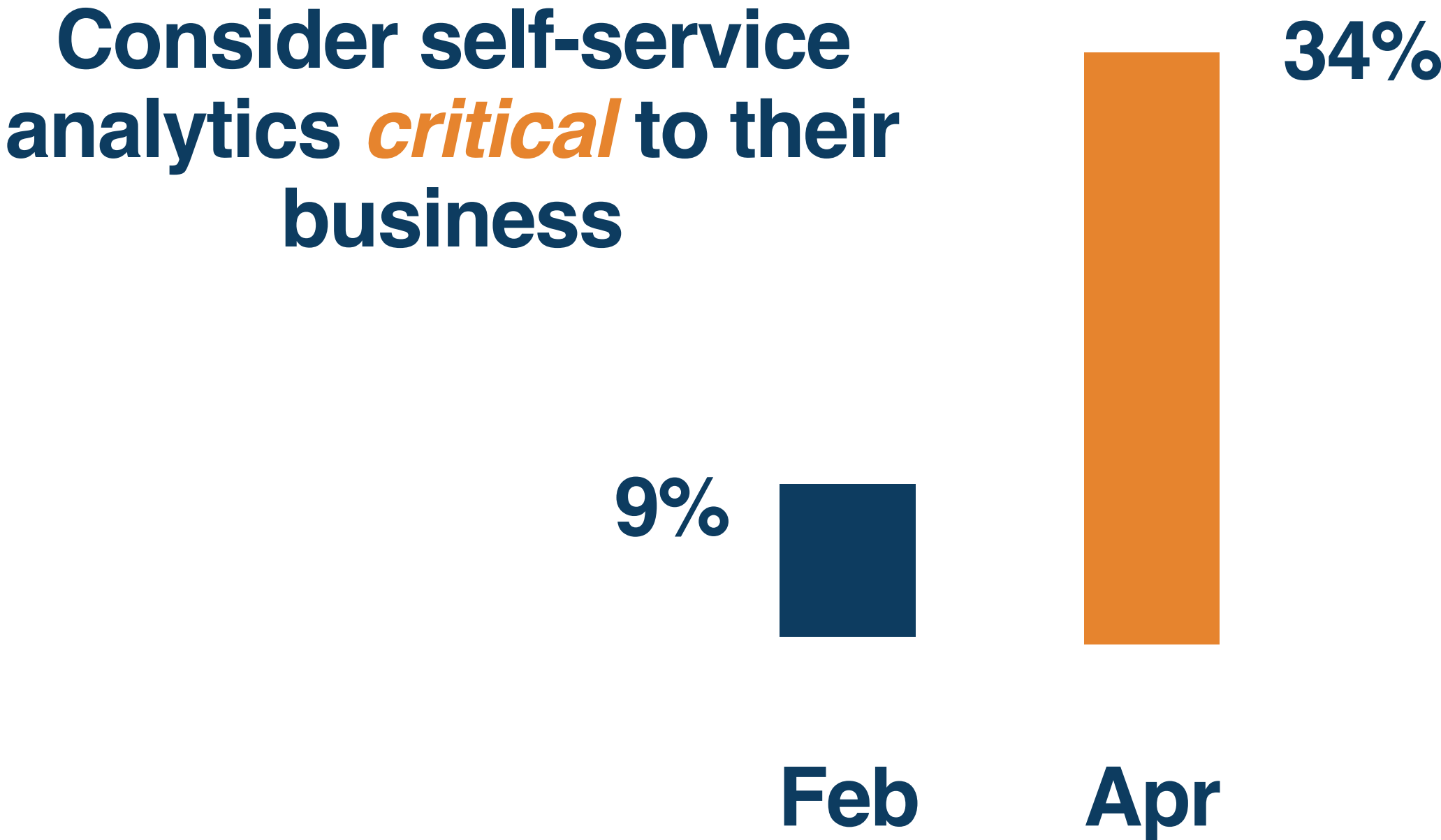
## Barriers to frontline success



## What does the future look like?

**54% of respondents expect to be using self-service analytics in the next 2 years**

# What does the future look like?





**HARPER**STONE ■

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Questions?