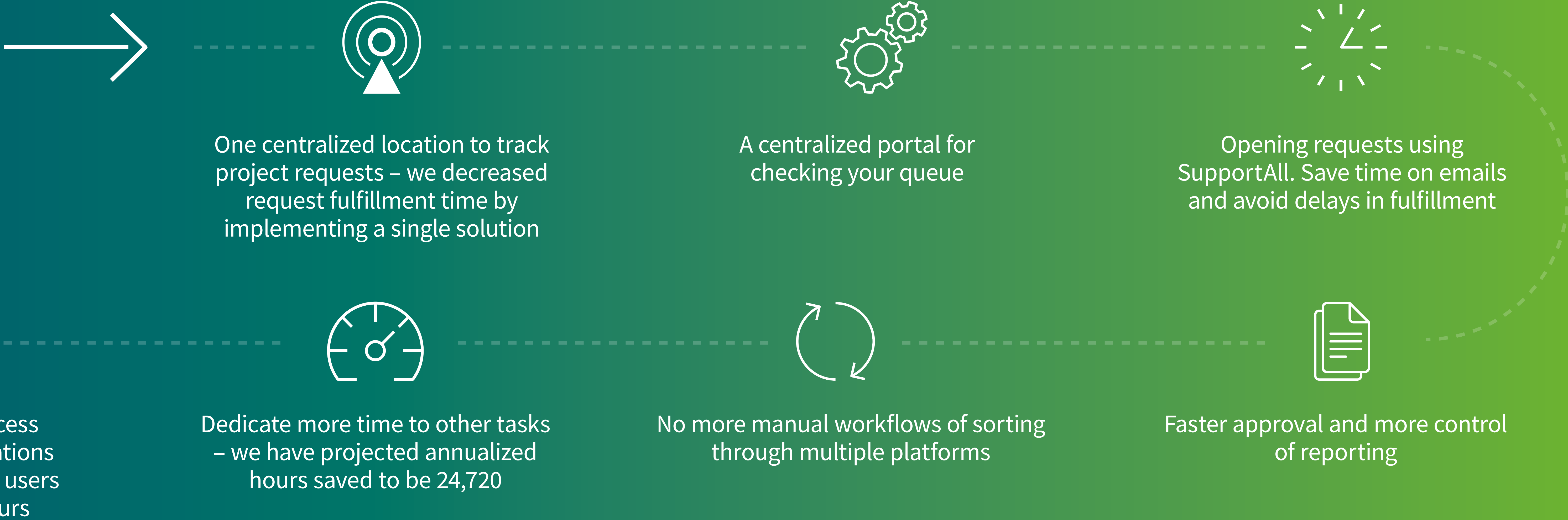


FIS | **CLIENT
ENGAGEMENT CENTER
OF EXCELLENCE SNOW
CUSTOMER REQUEST**

**WHERE WE
STARTED**

Prior to implementing SNOW Customer Request, our internal teams were operating on 10+ tools for fulfillment. This widespread inconsistency was causing disruption in how we worked with clients and inefficiencies among internal teams. With SNOW Customer Request, our team was able to consolidate those 10+ fulfillment tools into one centralized platform, as well as onboard and train **2,785 users** within four months.

EX
employee experience



CX
client experience

- Enhancements to the experience
- More on-demand capabilities
- Streamlined approach for project requests
- Personalized and empowered client experience
- Submit requests for estimates and standard requests through an exclusive portal
- A single view into current requested projects to enable on-demand opportunities
- Reduced time for a bill to get to a client – saving clients 90 days
- Serving 13,867 unique client entities
- 1,944 catalog items entered and more every day
- Extensive training plans with 300+ client demonstrations, 20+ external communications and an external process guideline to guide clients

RX
results

WHERE ARE WE NOW

We have improved internal efficiency, decreased the time it takes for clients to submit a ticket and increased productivity – maximizing the client experience. We improved our process and enabled our team to stay consistent across lines of business.

We increased our speed to revenue by **30 days** on average.

This costs us only **\$164,150**. This tool has been live since May, and we have brought in **\$415,381.48 in revenue**. We are projected to bring in **\$4,373,670.11 in a full year**.

Since May there has been **10,966 project requests**, plus an additional 25% to account for teams outside of Implementations.

Created **416** assignment groups; used to facilitate and route requests to appropriate fulfillment teams.

Catalogued **1,944** items to facilitate each product's workstream.

Included standard requests and requests for estimate for **200** products.

Users have opened over **2,797** Requests for Estimate, which are customized requests for projects with varying scope and implementation needs and costs.

Users have also opened over **1,643** Standard Requests, which are projects that are fixed in scope and price.