

Case Study:

A Top-15 Auto Finance Company migrates and modernizes their core systems

Challenge

- Comprehensive core migration and modernization
- Limited focus on customer communications as part of migration scoping
- Complex communications with little to no documentation of business rules
- Gaps in new core's ability to provide data to support communication event

Solution

- Provided focused leadership to identify and address gaps in data
- Reduced communication integration risks with new core lending system
- Full featured CCM platform tightly integrated with new core
- Reduced print fulfillment and change management costs
- Data leveraged for communications content, detail tracking and reporting
- Approximately 150 users within call centers and back-office operations
- 530+ templates x 584+ content resources x 556+ content rules
- Annual Projected Volume: 18M docs, 33M images, 12M emails

Benefits

- CX** Full review and standardization of all customer communications
- \$** Millions saved by identifying and closing gaps in core functions
- ✓** One view of customer communications with end-to-end delivery tracking



Client

A Top-15 Auto Finance Company

Industry

Auto Finance

Solution

EngageOne RapidCX

"I started out thinking there is no way we can complete this core modernization and deploy EngageOne RapidCX. Now I am convinced that there is no way we could have completed this core migration without them. EngageOne RapidCX's capabilities has allowed us to retire five separate communication systems and shave two years off the core migration, saving us millions of dollars in just implementation costs."

- C- Suite Executive at a top- 15 auto finance company