

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