



You Said...... We Did/Doing





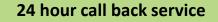
Not always easy to get hold of an engineer, sometimes waiting days for a callback

Single point of contact

Not always receiving an acknowledgement that email has been received so have to chase

Consistency with engineers

Being kept informed



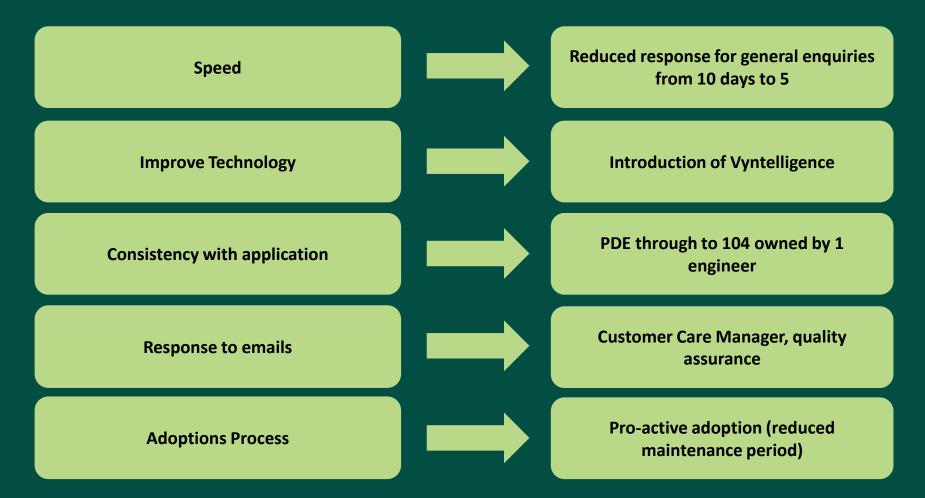
Customer Care Team

D-Mex leads to improve customer journey and consistency

Proactive courtesy calls / text messaging



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What does the future look like?

Communication



Site status updates

Teams Meeting Requests



DSI Visits

Callback requests

Application updates

Text message updates at key points of process





What does the future look like?

Innovation



United







