

Customer Relationship Sustainability Drive



accenture > operations

Change mindset from factory running F&A services to open and value driven service per Microsoft Vision Statement. Employee satisfaction, career opportunities and to manage attrition within OneFinance.

Recognized the need to change perceptions and behaviors of teams with Onefinance. Not an elaborate pre-emptive culture change program but a series of initiatives with a “change in tone from the top”

Culture change resulted in growing operations footprint for both organizations. A 35% reduction in client finance operating costs and process standardization yielded productivity gains of 18%



PROGRAM RESULTS

Financial & People

Financial Benefits from Culture Change

The Team

