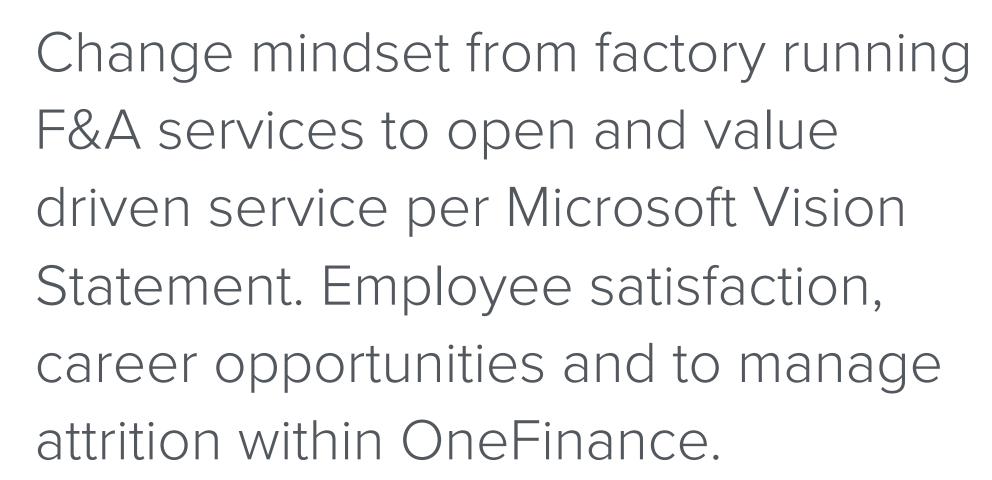
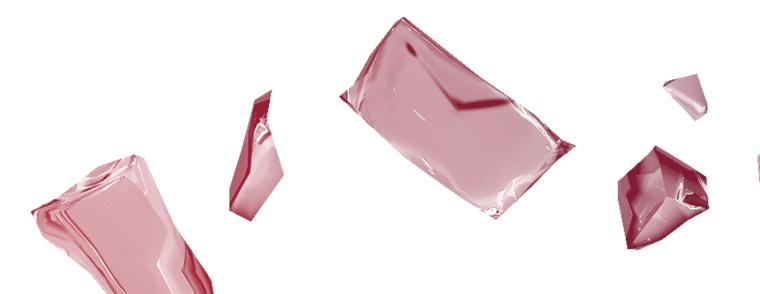
Customer Relationship Sustainability Drive





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



