

((O))\_EADing Practice Process Reference Framework

Decreased customer issues and challenges through real-time problem

Better and faster decisions through increased strategic information

Increase strategic decision making structures with corporate analysis

*Improve customer claims handling performance through interlink of strategy and operation* 

*Improve operational decision making around customer claims handling* 

Uncovering operational deficiencies with performance analytics

Decreased system complaints through real-time system measurements and thereby system problem solving

> Proactive management through Performance Management

Continuous Improvement through real-time Process Lifecycle Management