Digital, data & change

We will use the most effective and efficient processes and technology to deliver effortless customer experiences.

This means

- Getting the best out of our current technology and exploring how new technology and ways of working can add more value.

- Ensuring data is high quality, accurate, securely stored and used to inform our decision-making.

- Ensuring the organisation is secure and resilient.

- Robust change management, supported by evidence and with clear benefits.

- Continuously reviewing systems and processes to reduce customer effort, improve the experience of our employees and deliver cost effective services.

- Developing our customer relationship management system to give all colleagues a single view of our customers and increase first point of contact resolution.

- Continue to work towards a fully digital experience, giving customers the ability and choice to complete their everyday transactions online.

- Further improving our data handling and moving more of our systems into 'the cloud'.

Key measures

To track our progress and ensure that we stay on track we will:

- Have data to show that we resolve even more customer interactions at the first point of contact.

- Reduce administration time for colleagues.

- Increase the proportion of 'fully digital' customer interactions.

- Measure the value for money of all change activities, system and process reviews.