

# Change - Maintaining the pace post COVID lockdown

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# During Lockdown

- Pace of change accelerated
- Increased adoption
- Customer engagement has evolved.

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# Approach to change

- Iterative approach
- Perfect not always essential
- Prototype
- Customer lead

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# Post Lockdown

- Making use of existing applications
- Integrate into systems
- Improve the journey

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# Thank you

Get in touch

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