

UN1 - Talk to me in plain English

☰ Customer Over-arching

UN2 - Not having to repeat information

☰ Customer Over-arching

UN3 - Knowing if I'm eligible

☰ Customer Over-arching

UN4 - Keeping in touch

☰ Customer Over-arching

UN5 - Base your support on my needs

☰ Customer Over-arching

UN6 - How long will it take?

☰ Customer Over-arching

UN7 - How to get in touch

☰ Customer Over-arching

UN8 - Get support as quickly as possible

☰ Customer Over-arching

UN9 - Identify opportunities

☰ Employee Over-arching

UN10 - Plan resources/activities to deliver

☰ Employee Over-arching

UN11 - Manage opportunities

☰ Employee Over-arching

UN12 - Adapt to changes

☰ Employee Over-arching

UN13 - Sharing data

☰ Employee Over-arching Partners