		^{Fass} \$31,240	T 85% Other Revenue \$0	£ 100.0%	23 Expensions + 5837 3 Reactivations + 592 1 Contractions 590 45 Chuma - 51,987	.37 60	
		Average Reserves Per User \$58.25	* 10% Annual Run Byre \$15.1M	+ 3%	Total Charge + \$177.1 Live Stream Everything		
		\$997	Mit Growth Rate 4.2%		S2P paid by A Company Am a S140 paid by 71at Perion Am a S2P paid by A Person Am a S2P paid by A Person Am a	- Company - Company	
			MacBook Pro		Sur 1		A STATEMENT
		5				-	
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	RETAIL BANK CASE STUDY					Mortgage Processing	
	Program Objective						
	Reduce operational cost pImprove quality		educe customer ecrease turnarou			ify processes ve employee engagement	
	Results:		A 0				
	 Increased throughput: Productivity improvements across areas ranged from 40% to 100% Unit costs decreased by 40% 	 Increased or FTE: Loans fun FTE/ day 100% Credit loa per FTE / increased 	ided per increased by ns funded day	 Turnaround complaints Touch tir mortgag reduced Complain dropped 	: ne on e processing by 60% nts rate	Culture improvement: • Engagement scores increased by 30%	
	Realization of benefits:						
	Productivity	Output per		Loans per	FTE	Complaint rates	
	Engagement	Unit costs	0%	Touch time	es 0%		
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