

## Stop Digital Transformation Failure

Customers are demanding fast, relevant and consistent answers to their questions anywhere, anytime. However, according to Forbes **84%** of companies initially fail at Digital Transformation. When Organizations get digital wrong they lose money, customers and risk brand damage.

Panviva's Digital Orchestrator has been created to ensure your digital transformation success.



*"We chose Panviva to move our content into the future and away from our fragmented past."*

Heather Morrow  
Senior Business Analyst,  
GM Financial

Let Panviva's Digital Orchestrator deliver these results for you:

Achieve exceptional, seamless customer experience regardless of channel or device



Omnichannel promises customers the right to choose how they contact you, the key to success is to allow this without sacrificing the service they receive.



89% of customers get frustrated having to repeat their issues to multiple representatives. (Accenture)



Panviva's Digital Orchestrator allows your organization to bridge the knowledge and service gap across all channels by managing content from a single repository.

Provide a consistent message to all customers; anywhere, anytime, anyway

Inconsistent messaging is one of the biggest reasons Omnichannel fails for organizations, because 73% of consumers shop on more than one channel (Harvard Business Review).

Using Panviva's central repository, content can be written once and curated to meet any and all customer, channel and device needs.

Break down content and governance silos

Fragmented information repositories and complex governance structures have led to increased effort and cost to manage content across organizations.

Improve the success rate of your digital initiative with Panviva's Digital Orchestrator. Make the customer your focus by reducing the workload and complexity of managing multiple workflows, channels and technical barriers.



Better Connections.  
Less Complexity.  
*Happier Customers.*

*"We chose Panviva to move into the future."*

# How does it benefits your customers?



Customers connect through their preferred channel

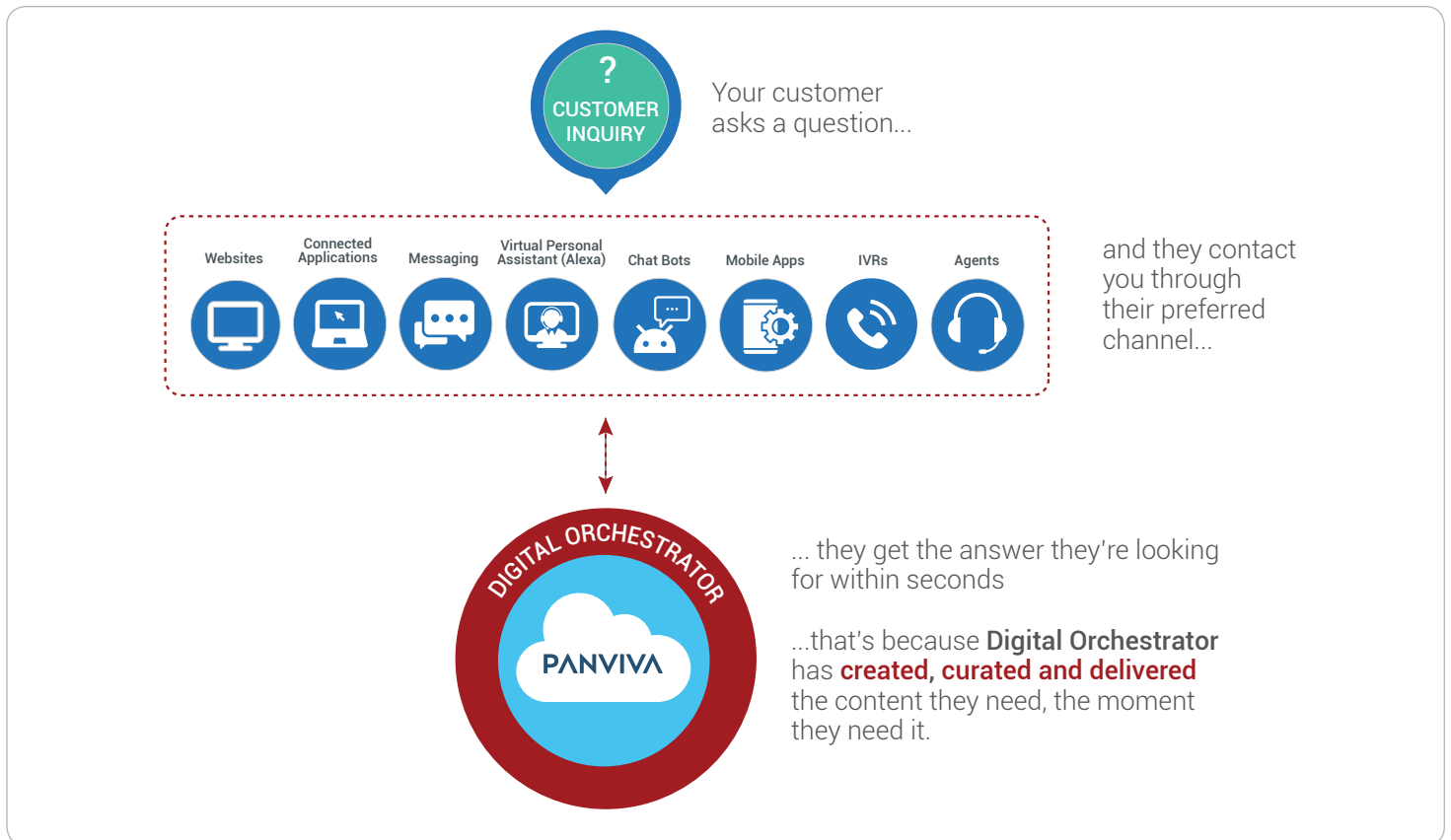


Content is customized to suit their channel or device



Customers get the same accurate message personalized to their need

## How It Works



Want to learn more? Click on an option below!

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Panviva has transformed organizations in health care, telecommunications, financial services and more. **Contact Panviva today** to learn how we can help accelerate your digital transformation.

Call 617-917-5336 or visit [panviva.com/transformation](https://panviva.com/transformation)

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# PANVIVA

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