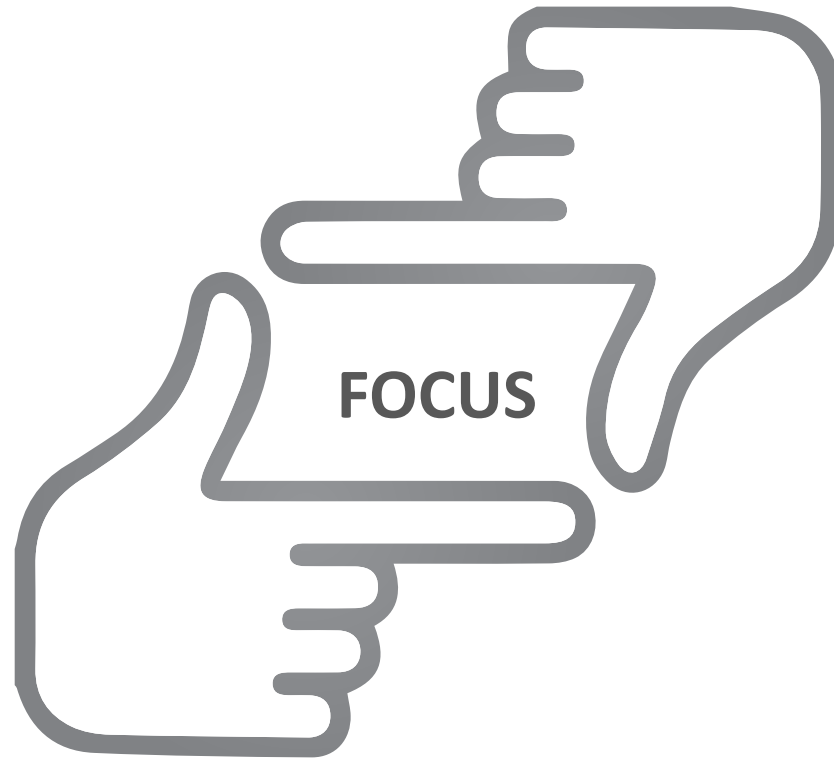


CUSTOMER SUCCESS

Jagan Reddy, EVP Customer Success

April 28, 2014

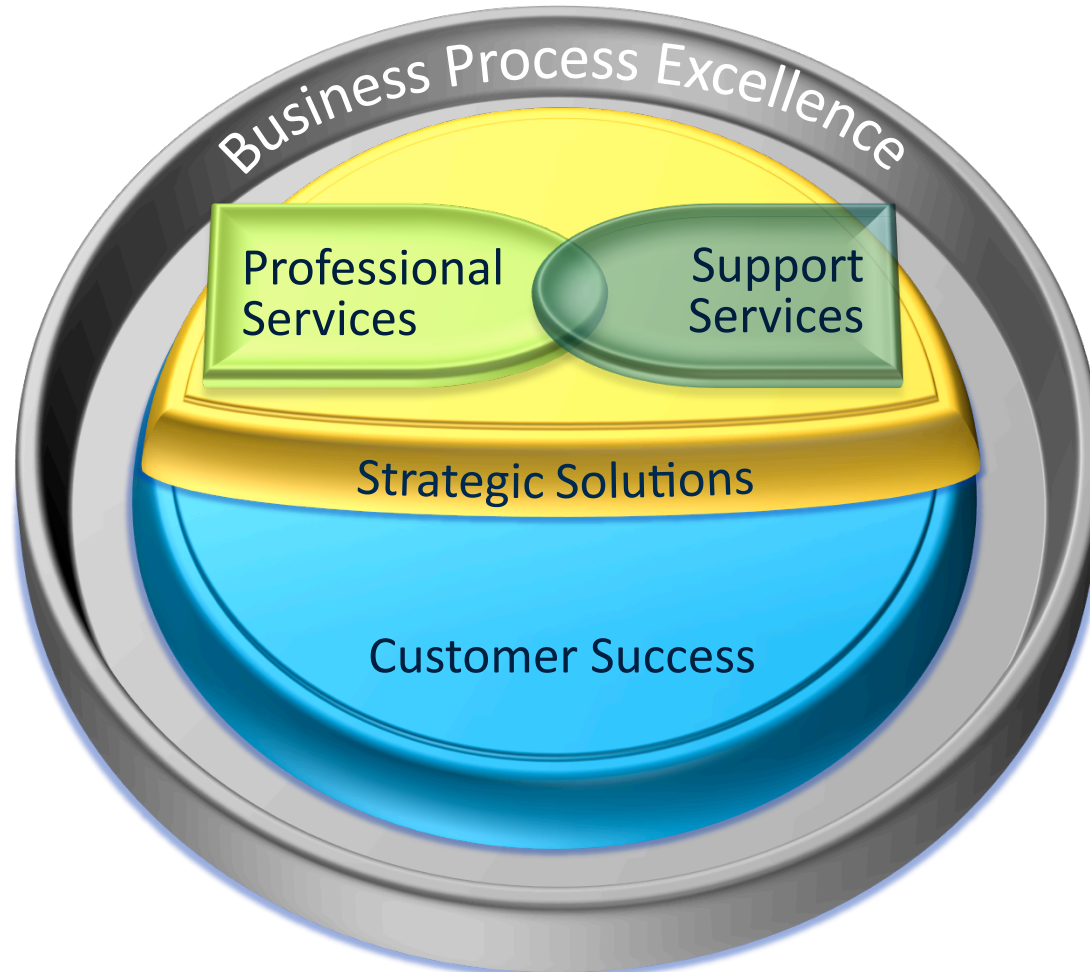




INDUSTRY DRIVERS

- **Technology Investment**
- **Globalization**
- **Technology Services Evolution**

The IQNavigator Customer Success Organization will enable our customers to realize measurable value, with a deep understanding of their evolving business objectives and a best-in class customer experience, resulting in an unparalleled success in managing their extended workforce.



1

Customer Success Methodology

2

Value Realization Framework

3

Customer Success Management

4

Innovative Portfolio of Services

5

Operational Excellence

FIVE PRIORITIES

Your **QUARTERBACK** - leading everyone towards measurable value realization

Customer Success



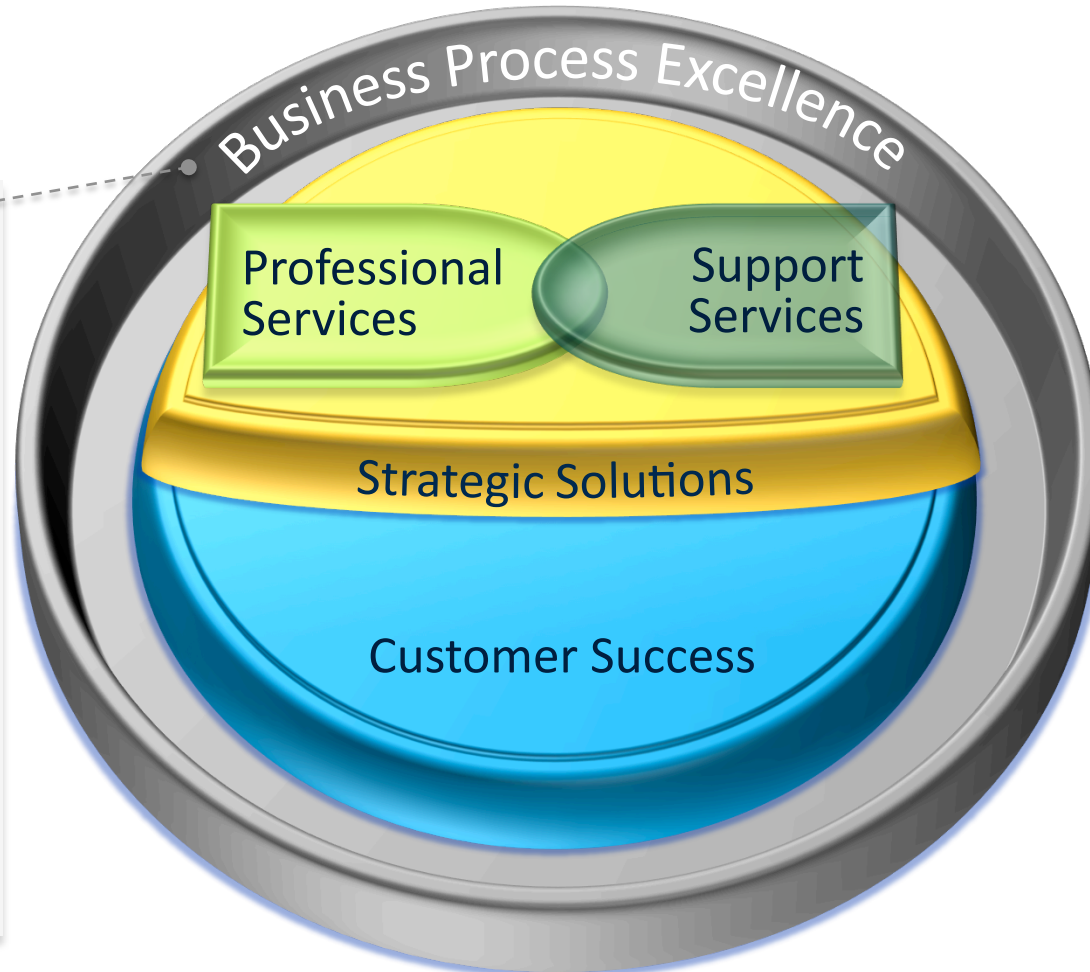
Helps you
UNLEASH value
keeping your
project on
budget, on time
and on strategy





Helps you **SUSTAIN** value, maximizing your investment in labor and technology

The **GLUE** that ensures a consistent customer experience through repeatable processes and methodologies



SUMMARY

**CUSTOMER
SUCCESS**

QUARTERBACK

**STRATEGIC
SOLUTIONS**

INNOVATOR

**PROFESSIONAL
SOLUTIONS**

UNLEASH

**SUPPORT
SERVICES**

SUSTAIN

**BUSINESS
PROCESS
EXCELLENCE**

GLUE