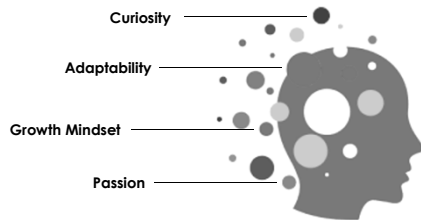


Mindset and Attributes



4

Using Data Analytics

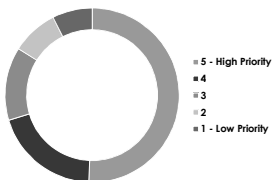
- Uncover compliance and other risks (e.g., business, financial, reputational)
- Use data-informed decision making
- Insight key risk indicators
- Observe, explore, trend, measure
- Drive the conversation
- Influence business outcomes



5

Success Stories

Customer Experience Indicators



6

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