



DIGITAL CUSTOMER ONBOARDING FOR SOCIAL TARRIFS

Personalised, Orchestrated Onboarding Journeys

- Regulatory pressure to increase visibility and accessibility of social tariffs
- Very poor application journeys put significant barriers in customers' way
- Increasing demand for digital client self service
- Time to validating customers' social tariff eligibility is long (3-4 weeks)
- Operational costs of validating and administering social tariffs is high
- Revenue leakage from an inability to regularly re-check applicant eligibility
- Inflexible internal systems and IT backlogs make technical solutions challenging

What PrinSIX Provides:



Personalised social tariff digital journeys 'as short as they can be, but as long as they need to be'



Document capture provides an alternative route to sharing evidence of eligibility



No requirement for internal IT 'heavy lifting' – PrinSIX orchestrates journeys with almost no technical change



Quickly configurable to specific business needs, either for all customers or a small cohort



Open Banking is deployed to identify Universal Credit payments



Back-office components support easy agent review and approval

PrinSIX SaaS Platform Benefits

- **Social tariffs** are only provided to those **who need them**, and continue to need them
- Application time is reduced from 4 weeks to **4 minutes**
- **Fully scalable**
- **Better Customer Experience** means **happier customers** and **higher NPS**
- Significantly **reduced** operational overhead and **costs**
- **Removes regulatory pressures**

About Us

PrinSIX is a services-led digital platform for orchestrating unique customer onboarding journeys, one decision stage at a time.

Our business is very simple: we transform onboarding from being the static, hard coded and inflexible, empowering business users to own their journeys. Supporting regulatory obligations while maximising profitability.

We:

- Orchestrate dynamic conversations that adapt to every applicant as more is understood
- Integrate easily with third party services
- Personalise customer journeys, minimising abandonment by delivering an improved customer experience
- Remove IT from journey development

“By moving our Flex application online leveraging developments in Open Banking we are making it far easier and quicker for our customers to be accepted onto our Flex social tariff.”

—Tim Shaw, KCOM Chief Executive