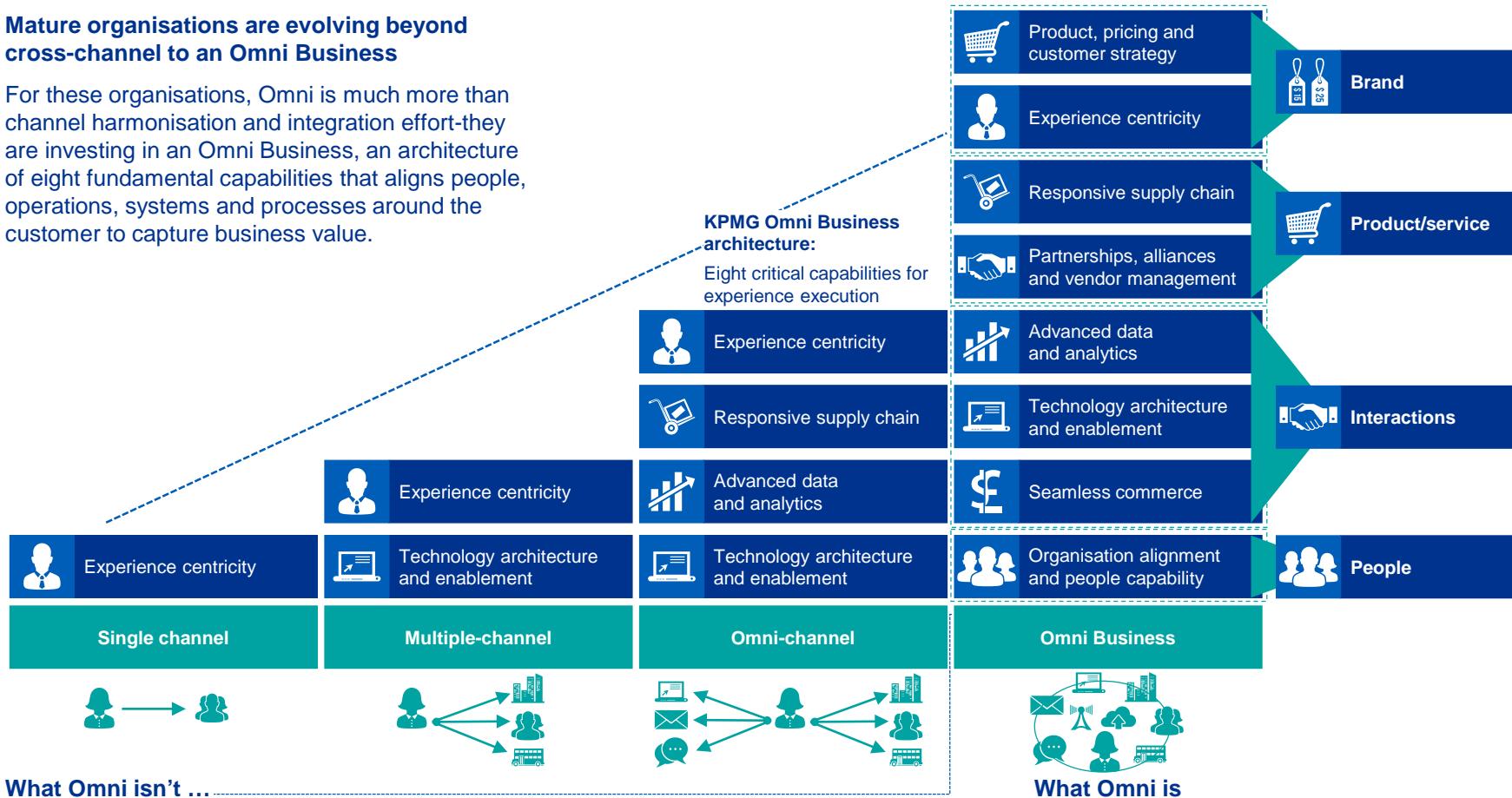


Mature organisations are evolving beyond cross-channel to an Omni Business

For these organisations, Omni is much more than channel harmonisation and integration effort—they are investing in an Omni Business, an architecture of eight fundamental capabilities that aligns people, operations, systems and processes around the customer to capture business value.



The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation