



CUSTOMER EXPERIENCE IN COLLABORATION WITH THE REGULATOR

In the past the regulator has been seen as ‘the imposer of costs’ on a business or ‘they who must be obeyed.’

This strict adherence to the regulatory guidelines runs across many industries including Utilities (OfWat, OfGen, ...), Financial Services (FCA), Telcos (OfCom) and Pharmaceuticals (EMA).

However, the disconnect between the rules and the real world implications of implementing the changes has constantly been a source of tension between regulators and companies. Even more critical, is that it has an adverse effect on the customer and their experience of the company and of the industry in general.

This is changing and there are notable examples where the relationship with the regulator has improved dramatically, but there is still room for improvement.

Imagine a world where:

- the regulatory framework is co-created with customers, companies and regulators alike
- the regulatory elements are merely part of the buying process rather than obvious add-ons
- regulatory changes are driven by the needs of the customer to improve their experiences.

This best practice workshop will enable you to discuss how you approach the regulator with like-minded individuals. It will help you identify how you can move your business towards optimal performance.

What you'll learn

The workshop will enable you to examine how your business is responding to regulation.

By applying our best practice research, you will discover how to identify the areas of your customer experience that are impacted adversely by regulation and are preventing optimal performance.

You'll have the opportunity to see how leading brands are approaching regulation.

We'll provide you with strategies and tactics to help you:

- identify common themes around regulation and what to do about them
- enhance your understanding of how other regulatory bodies work
- change the way you interact with the regulator to deliver a better customer experience and experience with the regulator

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At the end of the programme you will have:

- gained an understanding of how like-minded individuals are tackling the same issues that you are facing
- worked on your key issue with industry-leading practitioners
- made valuable connections with people who can help you obtain a fresh perspective
- obtained practical resources that you can begin applying immediately, or use to build a convincing case for change.

Our approach means that you can address your key issue within a matter of days, instead of spending weeks on developing your thinking. The enhanced insight you obtain from the programme will give you the confidence to make the right decisions and investments for your organisation.

The opportunity to learn from best practice is invaluable, and can save you months of planning. Reserve your place on the Best Practice programme for £5,000 to participate and obtain access to the latest insights on working with the regulator to improve customer, employee and digital experience.

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