

	Cost	Benefit	Net Positive or Negative?
IT			
Implementation			
Effort			
Simplification			
System Migration			
Channel Management			
Data Security			
Operations			
Organization			
Workflows			
Productivity			
Process Scalability			
“Phygital” Balance			
Finance			
Budgeting			
Forecasting			
Consistency			
Financial Management			
Monitoring			
Customer Care			
Customer Experience			
Troubleshooting			
Team Capabilities			
Needs Anticipation			

System Unification			
The C-Suite			
Scalability			
Brand Affinity			
Efficiency			
Brand Service			
Customer Retention			