

These 12 Statistics Will Grab Your **CEO's Attention** 



A aptean

Ready for What's Next, Now®

It's frustrating knowing that complaints management software could make your processes quicker, easier and less stressful, but not being able to prove this value to senior leaders.

Create a compelling business case for your CEO, CFO and other key decision-makers by showing them how much time, money and risk you can save with **Aptean Respond**.



## Time Saving

Aptean Respond users have reported:



less time spent on reporting -from 12 hours per week to 1.5 hours



less time spent capturing complaint data

day reduction in average complaint resolution time

## **Money Saving**

Aptean Respond users have reported saving:



through increased efficiencies

>> £340,000

by increasing first point of contact resolutions

>> £160,000

reduction in complaint handling overheads

"Aptean Respond revolutionised how we dealt with complaints, securing real efficiencies for us in terms of how we managed the entire process."

**Jenny Briars**, Head of Complaints, LV=



## **Risk Reducing**

Aptean Respond users have reported:



fewer FOS referrals



reduction in rate of FOS upheld complaints



of complaints resolved within FCA's eight-week time frame

## **Satisfied Customers**

Aptean Respond users have reported:



reduction in active complaints



reduction in formal complaints



of complaints now resolved at the first point of contact

management to help save your business time and money and reduce regulatory risk.

Aptean Respond streamlines, simplifies and speeds up complaints

Copyright © Aptean 2024. All rights reserved.

**Book Your Aptean Respond Demo**