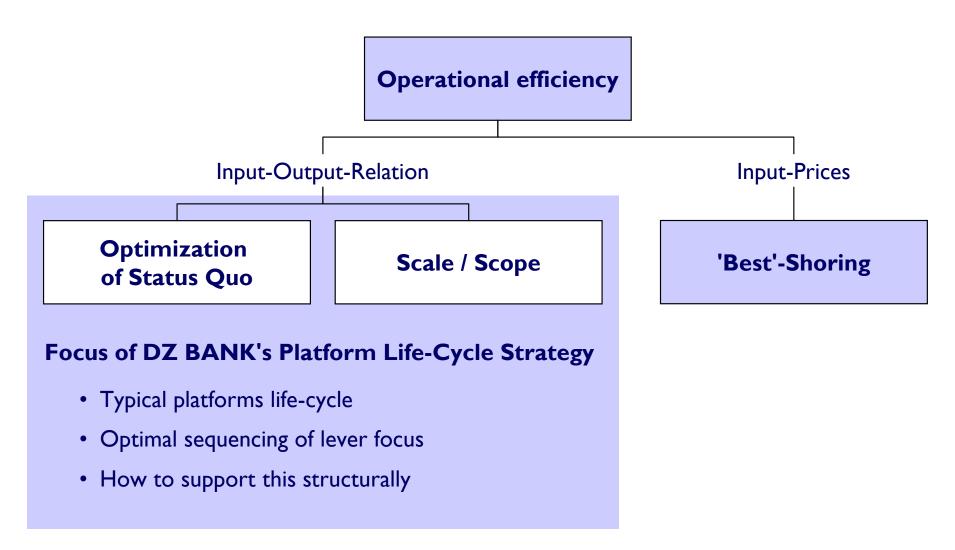
# Achieving operational efficiency - strategies for reducing operational cost

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# Several levers available to increase efficiency of operations platforms





# Active management of operations platforms along this path key challenge

## **Innovation Phase**

## **Key objectives**

- 'Innovation' of Value-Added-Services
- Creation of uniform standards and processes

### **Characteristics**

- Reach minimum scale
- Centralized production with key advantages

### **Growth Phase**

- Combine sector intern volumes
- Optimize processes
- Start to acquire third party scale

- Standardization wide spread
- Competitive advantage through specific value proposition components

## **Maturity Phase**

- Focus on differentiation through value added service
- Scale creates significant negotiation power
- Intensified bundling of volumes to create further
  scale incl. participations
- At least three competitors
- Market price transparency
- Compatible standards, SLAs and interfaces



## Example payment processing – current status: creation of equens

