

COMARCH

Mastering Modern Factoring

Best practices for system implementation



Karol Leszczyński

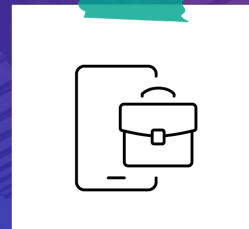
Product Development Manager
Comarch Factoring



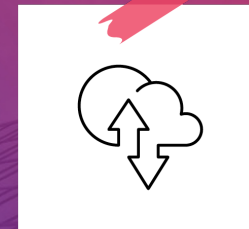
What aspects are **crucial** when assessing a factoring system?



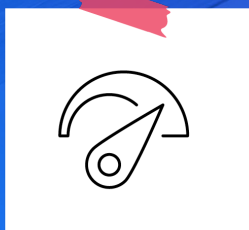
Fresh technology
in use



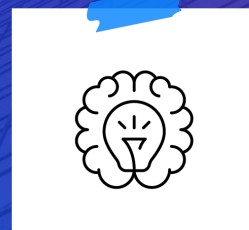
Streamlined UX
& App Interface



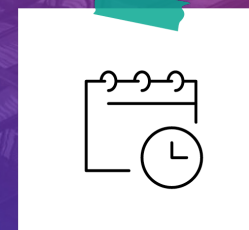
High-performance cloud
infrastructure



Quick product
delivery



Effortless expansion with
new features



Cyclical releases

Does your vendor have tools to **support your implementation?**

1 Phase

- Product
- Blocking Adjustments (CR)
- Branding
- Training
- Migration
- Integration

2 Phase

- Extra Features (CR)
- Optional Integrations
- Additional Products



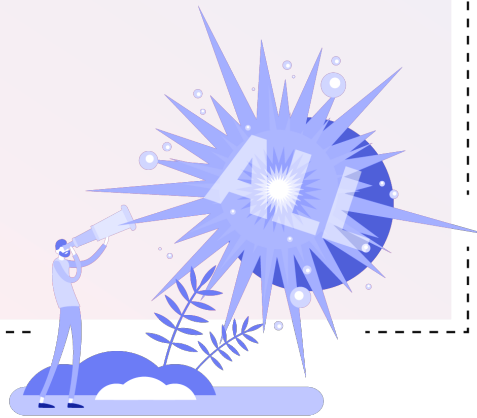
Which clients migration strategy will work best?



All clients at one time



Cutting access to the old system for customers



Big Bang



Small bunch of clients firstly
(30% of clients open to learning
a new system)



Second part of clients



Two systems at one time



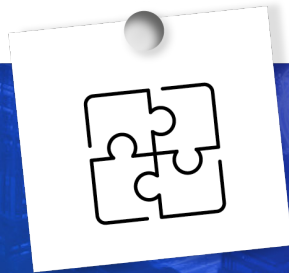
Friends and Family

Merely software and infrastructure, or **additional offerings?**

Client-Driven New Features



Extra Product Features included



Employee training



Workshops with analysts

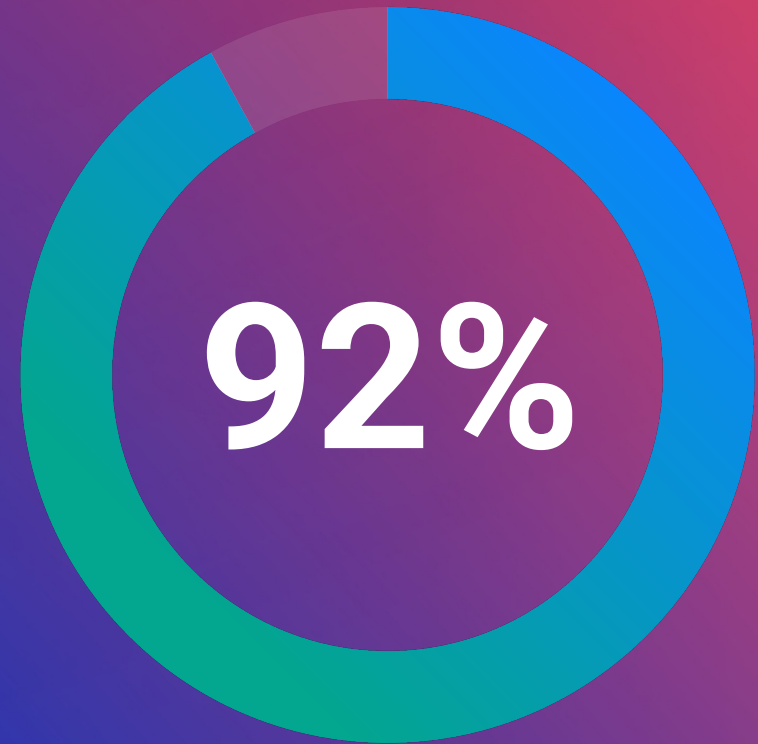


The approach which pays off

A significant improvement:

The previous end user system received high ratings from only **42% of users**.

With the introduction of Front Office 2.0, the satisfaction level has soared, now impressing **92% of users**.





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Developing the future