

Future of Service Transformation

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Client Panelist

• Mondelez: David Sibley
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Global Client Service Support - Forward Focus

Client Activity Dashboard

New client dashboard designed for transparency and benchmarking opportunities

Standardized Client Training

Aligning all client academy and bespoke training programs to a single global standard

Follow-the-Sun Service Model

Global specialized program administrator support

Enabling service managers with access to global platforms and systems

Alignment of Service SMEs

Providing greater value and benchmarking insights to our clients

New Technology Advancements

Rolling out the Interactive Virtual Agent functionality to regions outside of North America and implementing CitiManager® enhancements for Program Administrators





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