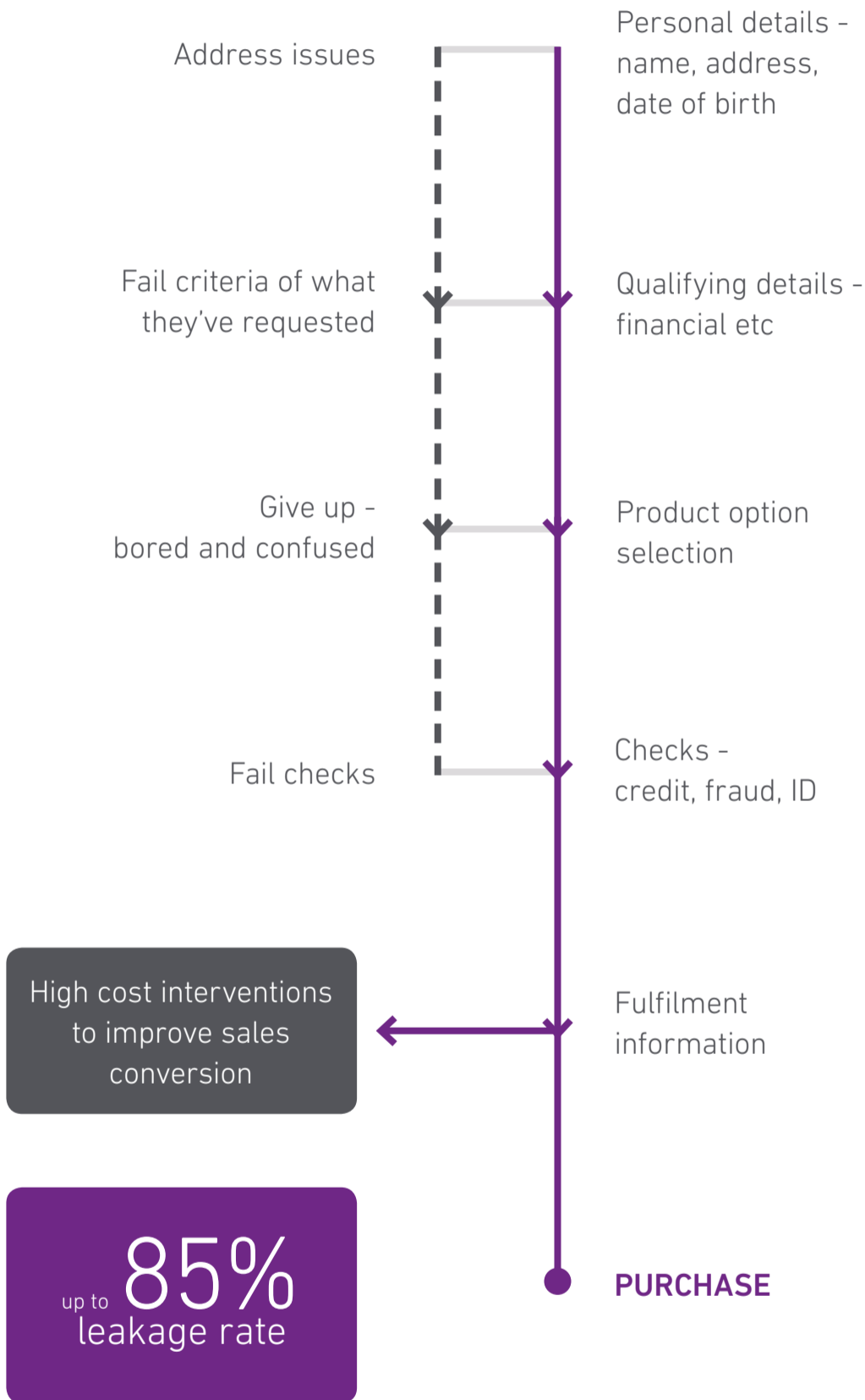


What does a basic digital onboarding journey look like?

Studies show that 32% of customers start to abandon slow processes between 1 and 5 seconds into them. Organisations need to consider where friction occurs and what an effective digital transformation looks like. This is our interpretation:

Basic customer digital onboarding journey



Businesses should consider rejections, interface and speed of applications in order to retain and delight customers.

