

Service Delivery Transformation Roadmap 2012-2015

Third Year

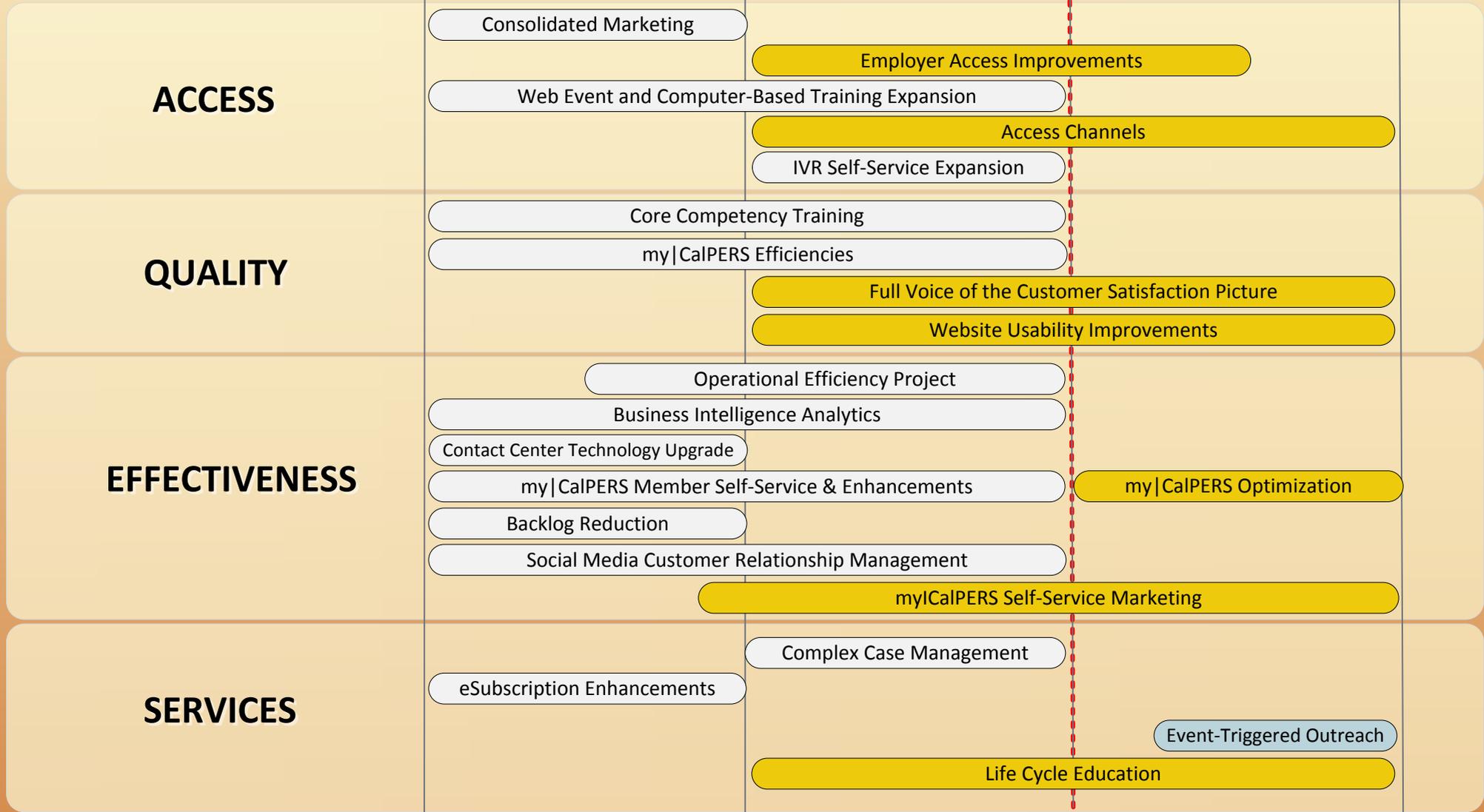
July 2012

July 2013

July 2014

July 2015

■ Future Project
 ■ Completed
 ■ In Progress



Delivering superior, end-to-end customer service that is adaptive to customer needs