

CLIENT FACING MODEL

A game changing structure for our Clients



The Executive Account Management Team

Monte Titoli has enhanced its new customer centric structure to garner long-term customer relationships and support our top clients in their day-to-day activities.

On top of the Relationship Manager and Client On-boarding function, we have added a team of dedicated Executive Account Managers (EAM) who are ready to dialogue and develop strong and long-term partnerships with our clients and help them steer through their daily operations.

The Executive Account Management Team: a new element in the client solutions value chain.

Main drivers behind the new client facing model:

- providing a one stop shop to Monte Titoli's services with an exclusive entry point for our top brokers;
- manage and automatize solutions to prioritize customer issues and optimize their resolution time;
- proactive approach to anticipate and effectively meet the daily needs of our customers.

Using digital technology to reinvent the customer journey

The Executive Account Management team constantly leverages on new technologies such as Data Analytics, to bring the client experience to the next level.

The massive amount of data collected, logged, and categorized daily through the ticketing tool allows the EAM Team to analyze and decipher issues and preferences and help reveal customer trends, all information that can also be shared with the customers themselves.

Harnessing data allows Monte Titoli to gain agile insights that be used to upscale the customer journey, gather feedback and seek suitable solutions to each issue.

What makes Us unique!

The customer-centric transformation embraces an empathy mindset. Cultivating this human resource is helping us gain a competitive advantage.

The EAM Team is made up of highly engaged individuals who receive specific training to develop "soft skills" so as to navigate complex customer interactions, manage conflicts and work under pressure. They can look at issues from the client's point of view, understand their needs, notice the unsaid and pro-actively respond to their inquiries.

The EAM Team joins other best in class players in Monte Titoli committed to driving customer satisfaction and earning their loyalty.

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Find out more
www.montetitoli.com



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