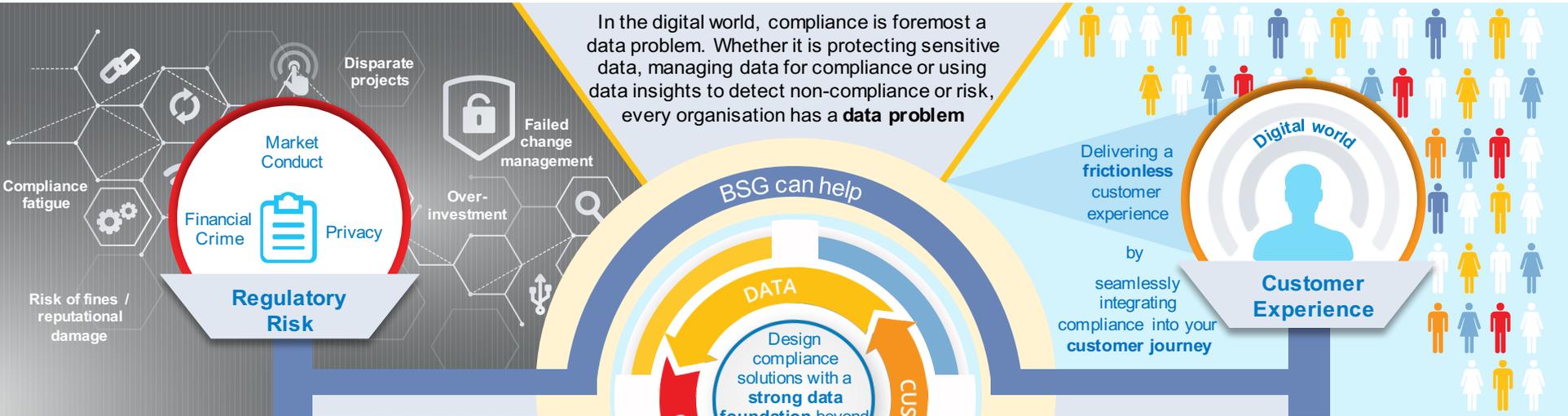


# Balancing compliance and customer experience: Does compliance change need to be so difficult?

In the digital world, compliance is foremost a data problem. Whether it is protecting sensitive data, managing data for compliance or using data insights to detect non-compliance or risk, every organisation has a **data problem**



## Why is it important?

It impacts **different functions**, with **multiple stakeholders**

Challenge to manage the threat of **regulatory fines vs cost to implement**

**Balancing** risk while creating great client experiences

The impact on your customers!  
You need to use compliance to create trust with customers, while taking advantage of principle- and risk-based compliance to reduce the impact

We are a trusted, independent party who can collaborate to achieve cross-functional change

## How we can help

BSG helps clients use data as a foundation for compliance change!

We are great at working with you to execute strategy, and simply get the job done, by using a risk based approach in tackling the problem and maintaining compliance

## The Solution

We design compliance solutions with a strong data foundation to go beyond meeting regulatory obligations.  
**We deliver broader, better, longer-term solutions**

# Why BSG?

We have the understanding and expertise in CX and data to elevate compliance initiatives to a strategic level

We have the best people and quality execution

- 700+ projects delivered
- Homegrown, anchored in South Africa
- BEE Level 2

