

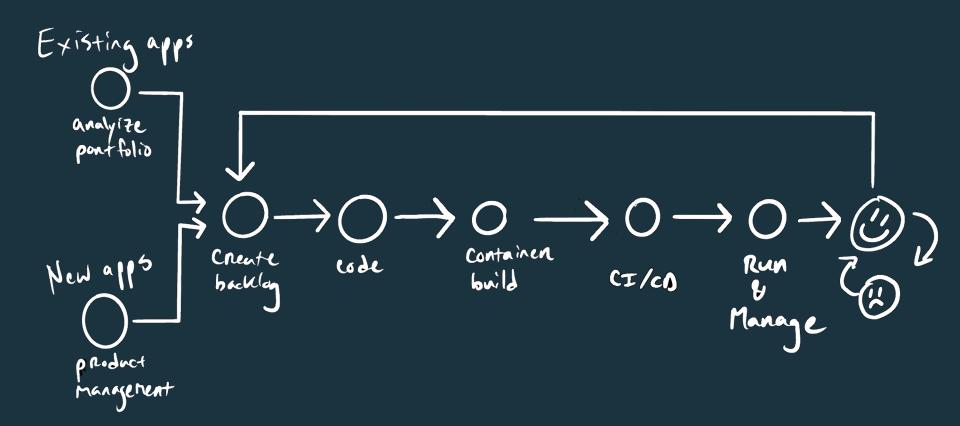




Old tools lead to the same old results



Sources: "Improving Customer Experience And Revenue Starts With The App Portfolio," Forrester Consulting, <u>commissioned by VMware</u>, March, 2020; CI estimate based on <u>Forrester survey (2019)</u>, DZone CD reports (2014, 2015, 2016, 2017, 2019); release frequency from commissioned 2019 Forrester TEI study, <u>"CEOs and Software,"</u> Rymer & Hammond, Forrester, Jan 2019.



Technical improvements

Daily deploys

+30% developer productivity

+78% operational efficiency

No weekend work

Business improvements

11% conversion rate

40% reduced call center volume

6 months to launch a new business

Software-driven businesses

