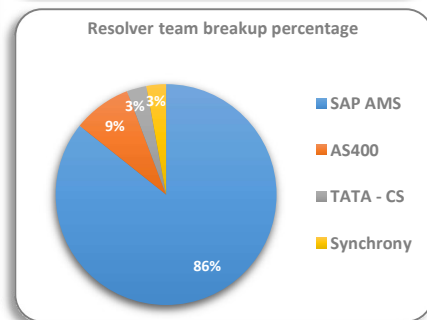
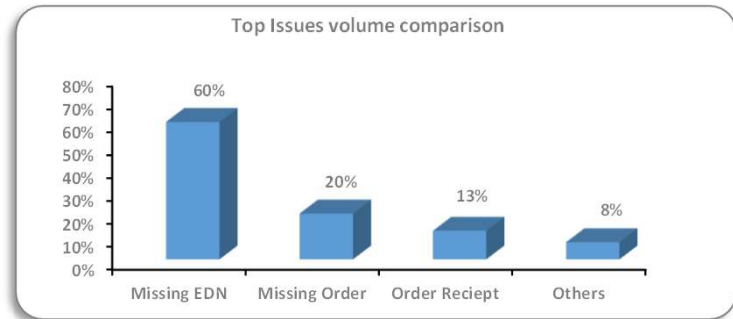
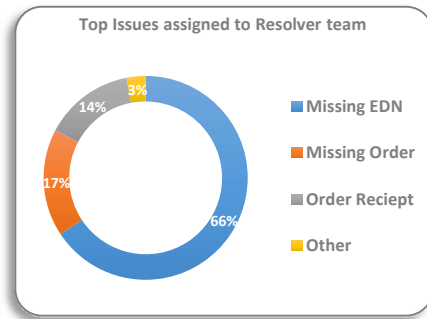
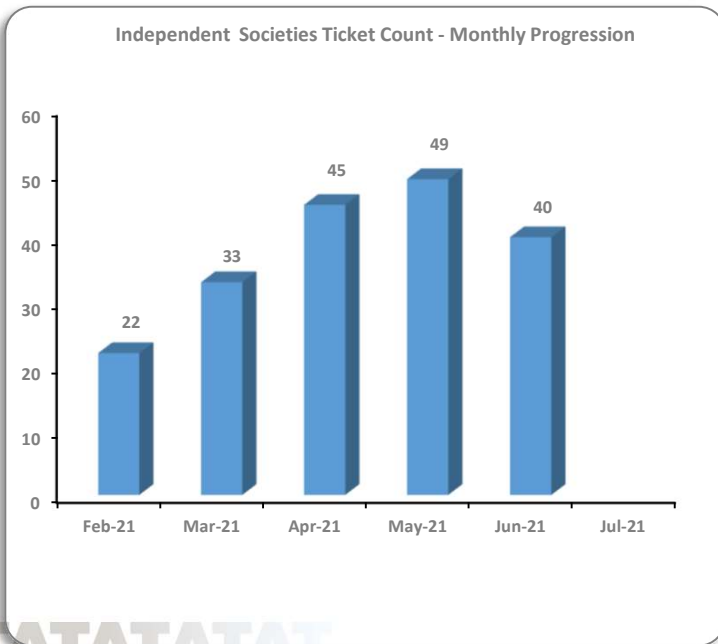
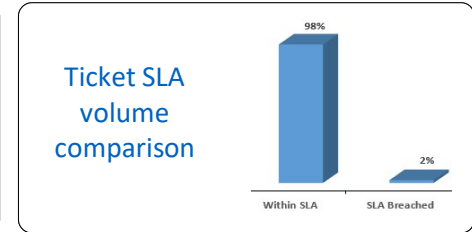
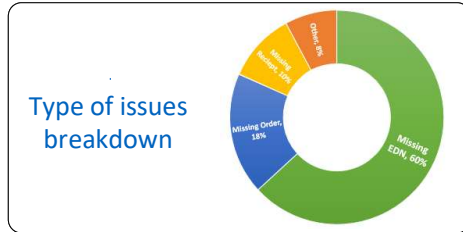
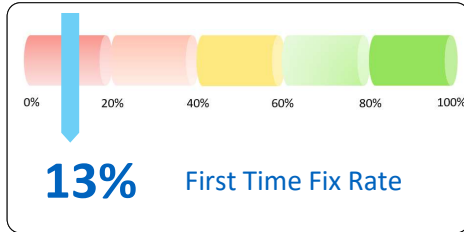


Independent Societies monthly trend – June'21

40
Incidents logged by Independent societies in Jun'21

9 calls less than May'21

Overall vol. is 18% lower than May'21



- Missing EDN is the major call driver for the Independent Societies
- 86% of the calls are related SAP orders and receipts which has no first line scope, hence the overall FTF% is only 13%

