



What does Digital mean for Bereavement Services in 2022?

Niall Adams, PlotBox Solutions Consultant

Serving
Better
Together.

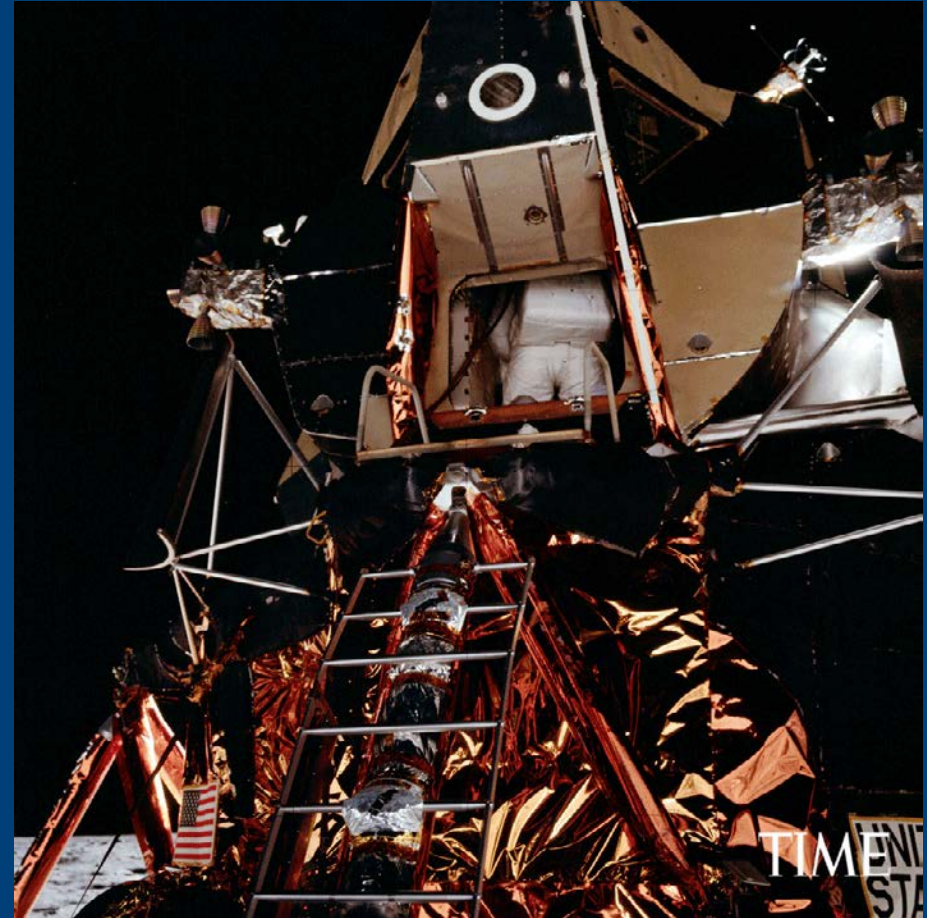


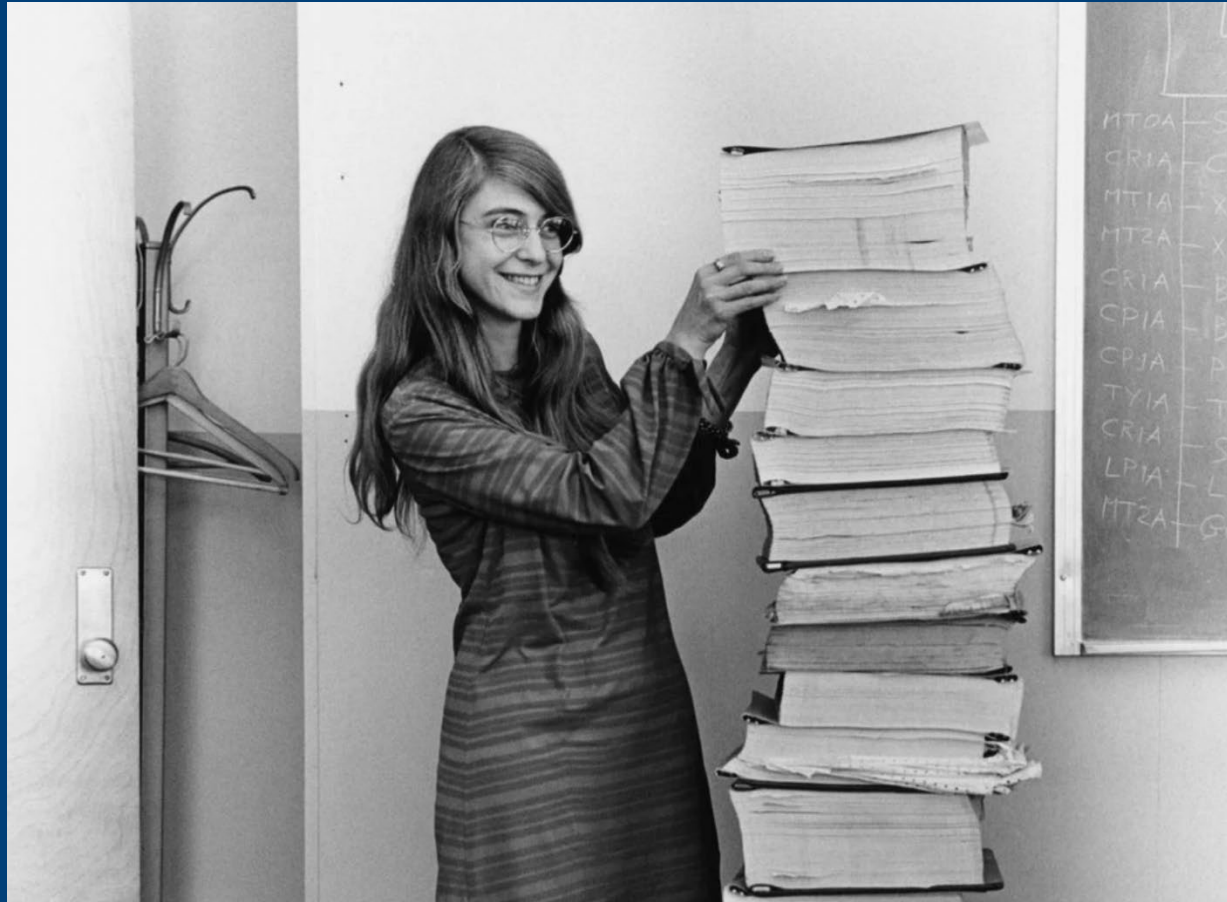
Niall Adams,
Solutions Consultant
PlotBox



**“The pace of change has never
been this fast, yet it will never be
this slow again.”**

Justin Trudeau, Canadian Prime Minister













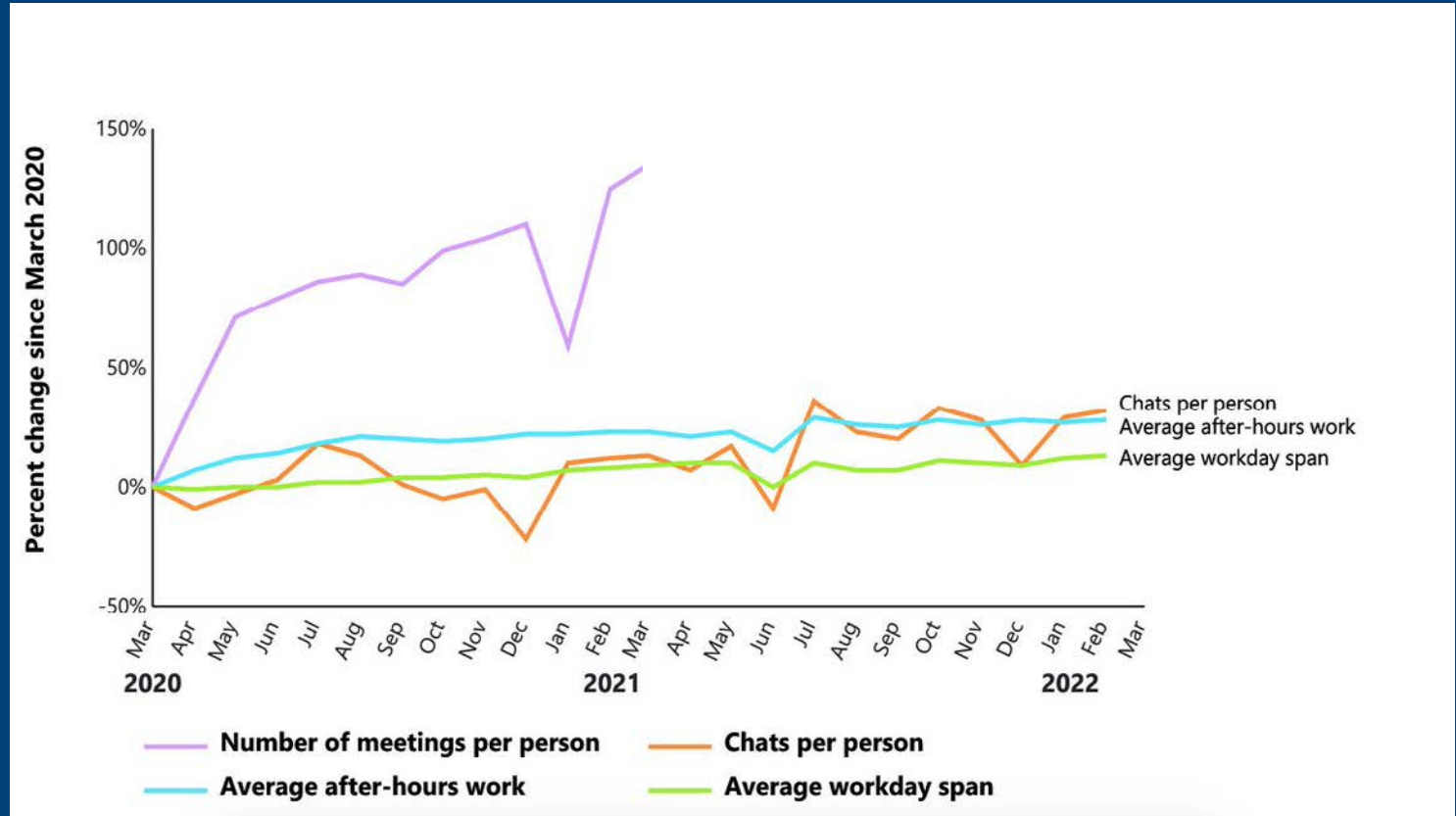




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Changing customer behaviours



Changing customer behaviours



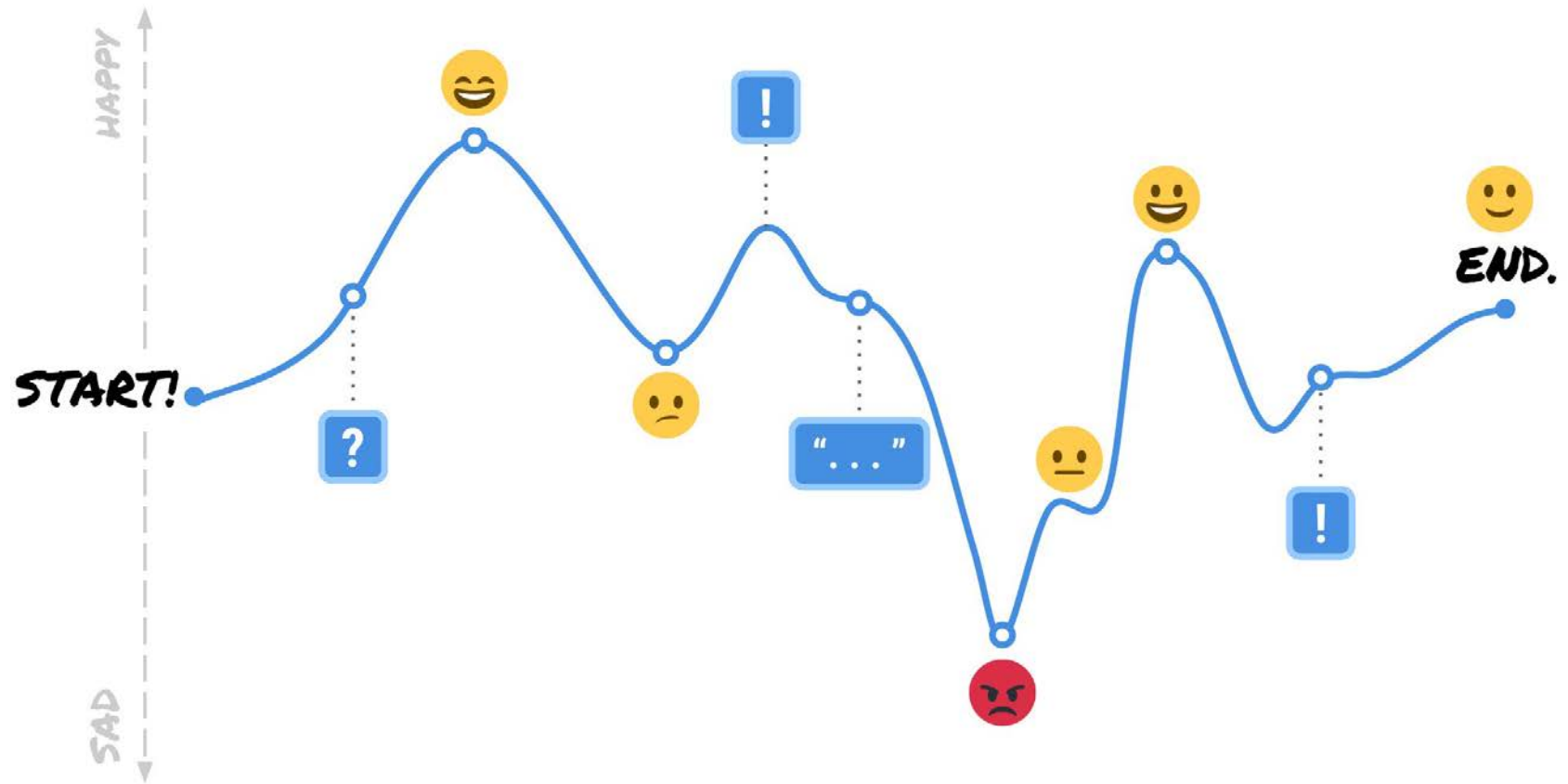


Digital at a time of need

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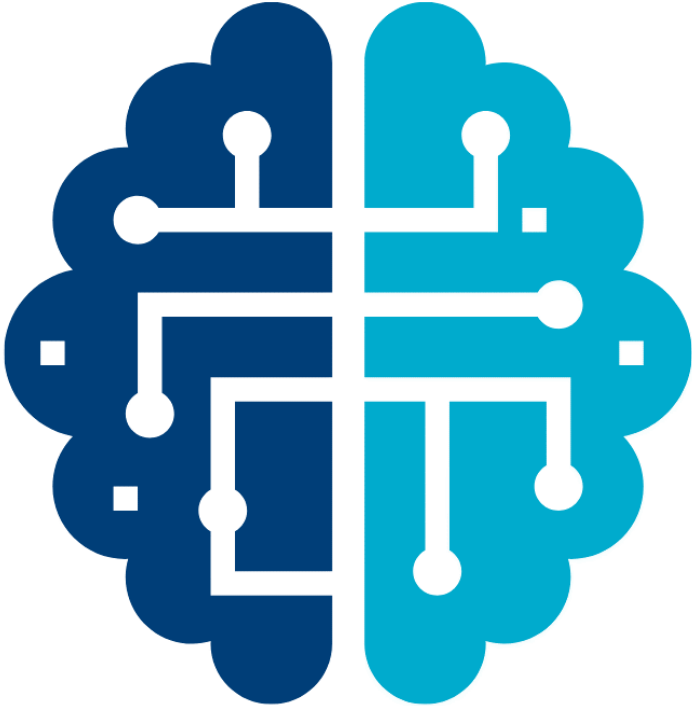
“With deepest...empathy.”

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The customer experience

Customer



Digital

Digital as a **catalyst** for change

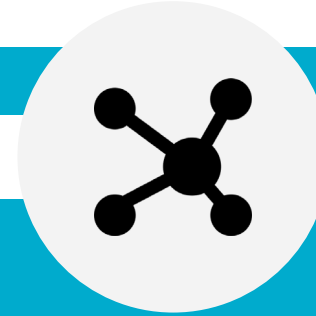
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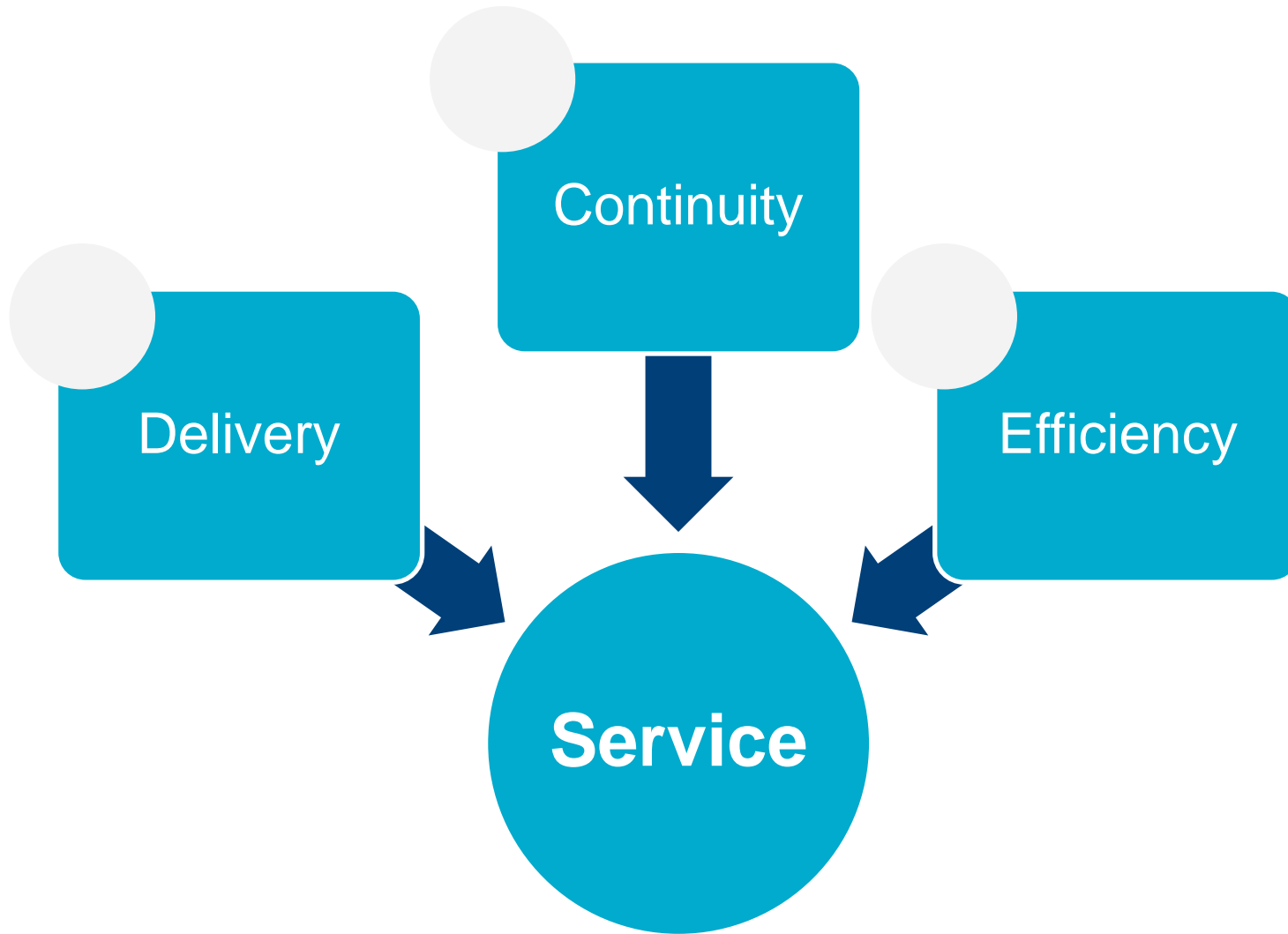
01.
Paper
Reliant



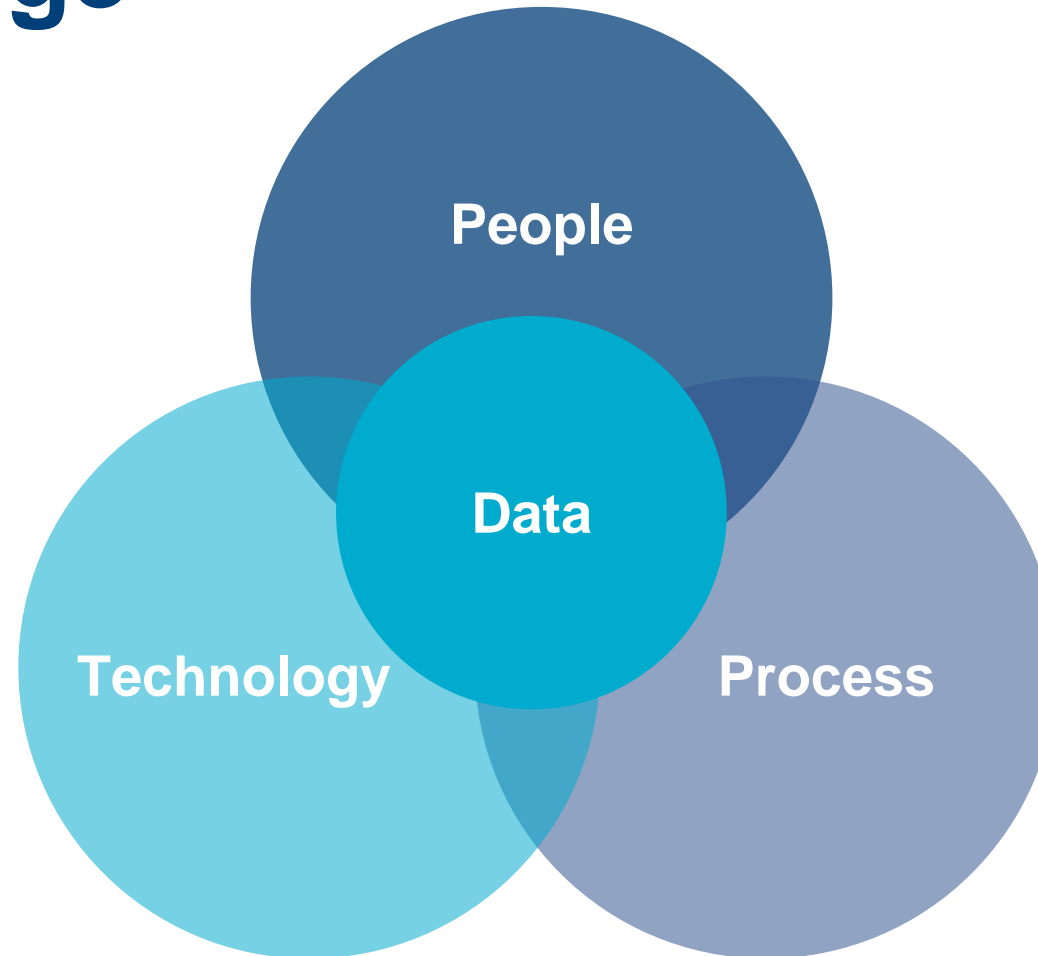
02.
Data
Silos



03.
Operational
Inefficiencies



Digital Change



The **value** of data





Elon Musk ✓

@elonmusk



Fuel header tank pressure was low during landing burn, causing touchdown velocity to be high & RUD, but we got all the data we needed! Congrats SpaceX team hell yeah!!

11:07 PM · Dec 9, 2020 · Twitter for iPhone

Work together to
protect your legacy,

Allowing you to
confidently plan for
the future.





Belfast
City Council



Explore our collection of deceased records to discover your family history. Browse our interactive graveyard maps, view headstone photographs of your loved ones.

Quick Search Deceased Records

First Name

Last Name

Cemetery Name

[Refine Search](#)



Belfast
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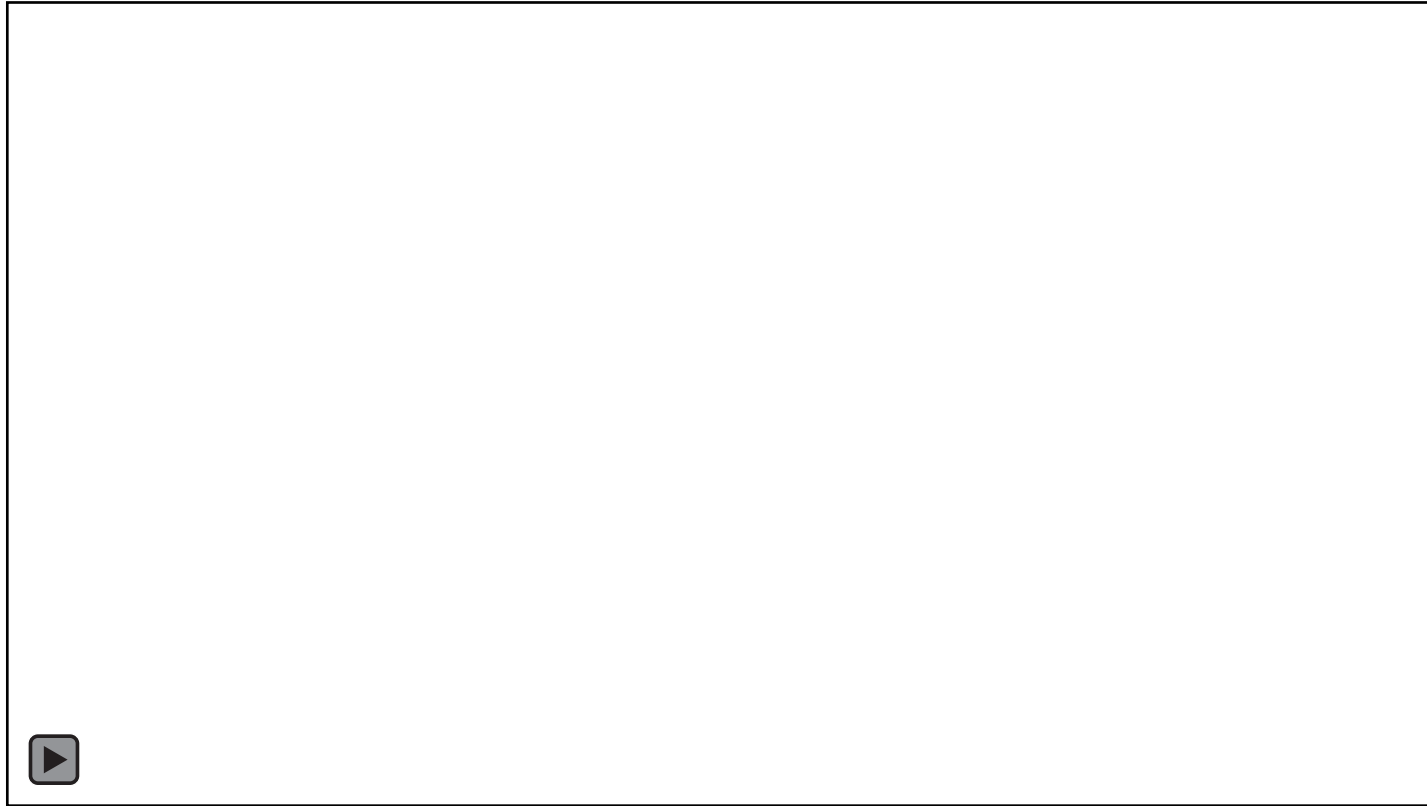
Change Management

- Vision
- People
- Engage
- Culture

- Communication
- Listen
- Empower
- Iterate

**More time
for what
matters.**

Funeral Director Portal



Thank **you.**

Serving
Better
Together.