



Learning Impact Model Strategy Map

	Drive Innovation with Technology	Enrich our People	Disciplined Execution	Networking & Collaboration	Sell Aggressively
<b>Financial</b>	N350m revenue from Tech Solutions by 2027	Achieve PBT per employee of N3m by 2028	Cost to Income ratio of <40% by 2027	N250m revenue across all products from referrals and collaborations	Annual revenue of N1b by 2028
<b>Customer</b>	No 1 in Web Jurist Ranking for HRM Industry	No 1 in GP2W Awards by GlassDoor	Customer NPS of +45 by 2028	Cross Sell ratio of x3 per corporate customer	Achieve Service Ratings of >90% by 2026
<b>Process</b>	Achieve <5% service downtime on all apps and platforms.	100% compliance on statutory payroll payments	100% compliance on all regulatory expectations	100% participation in identified Conferences & Expos annually	Achieve Lead Conversion Rate of >45%
<b>People</b>	Zero Regrettable Attrition for Tech Talent up to 2027	Employee NPS of +45 by 2028	Average Internal Audit Ratings of >85% by 2028	Speakership at 3 leading national conferences and 2 international conferences by 2027	Product Managers achieve >90% of annual sales targets by 2026