CLIENT ONBOARDING

IT SHOULDN'T BREAK THE BANK

Total cost of onboarding can amount to **$250,000,000** if a bank has 10,000 clients

The first **90** days are crucial to the success of a new customer relationship. Nearly **75%** of all cross-sell opportunities occur during this time.

Onboarding a corporate client can take up to **34** weeks

Bank competitors are using **digital-only platforms** for customer onboarding

Only **30%** of US based firms view client onboarding as a *competitive differentiator*

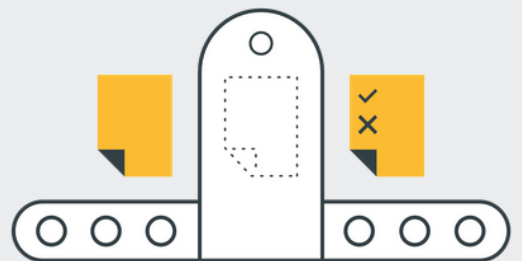Source: Total Economic Impact™ (TEI) Study, Forrester Consulting and Fenergo

WHAT IF WE TOLD YOU WE CAN HELP CHIP AWAY AT BOTH COST AND TIME ALLOWING YOU TO BETTER CULTIVATE YOUR CLIENT RELATIONSHIP AND SPEED UP YOUR PATH TO REVENUE?

LESS MANUAL INTERVENTION

Corporate IT departments can have direct access to our Validator Service, reducing manual support required from banks during client implementation projects. Developers can:

- Integrate with bank payment formats such as ISO 20022 and SWIFT MTs
- Upload files produced by their ERP systems
- Validate and receive detailed error reports directing them on how to correctly fix files – with zero intervention from the bank
- We provide example files, so clients get started quickly

This means onboarding is less resource intensive and time to revenue is shorter.
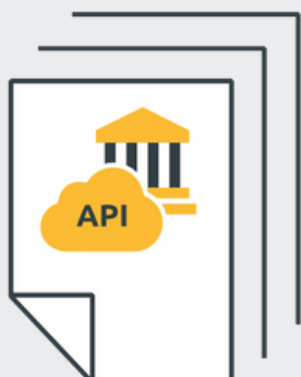
GIVING YOUR CLIENTS AUTONOMY

Bank clients benefit hugely if they can perform their own testing, in a self-serve fashion, in their own time and according to their project schedule.

We improve the standard client onboarding process as well as mass migration of clients to **ISO 20022**, by allowing bank clients to perform early stage testing according to their own timetable, savings in elapsed time can be up to **90%**.

90% faster
With self-serve test tool

Traditional

SIMULATE TO ASSIMILATE

Straight Through Processing is not just a dream. Direct corporate access to our Simulator Service allows developers to upload files straight from their ERP system and receive a simulated response.

We simulate the most relevant range of business scenarios for your clients to test against.

MOVING TO APIs FOR YOUR CLIENTS?

As the API economy becomes a reality, you may be thinking of rolling out API capabilities to your corporate clients. We provide test support as you take your clients on the journey towards APIs.

XMLdation