Customer Onboard For Banking - **Redefined**

Driving digital KYC and customer onboarding transformation for banking and financial Services

A robust onboarding process enables financial institutions to proactively take control of the customer experience. The key imperatives for a truly NexGen digital customer onboarding strategy for banking and financial services must include:

- Eliminate paper-based onboarding processes, and reduce costs and time delays.

- Ability to implement an "omnichannel onboarding" system to initiate long-term relationships.

- Track and analyze transaction flows within each channel.

- Automate validation steps during the account opening process.

At LTIMindtree, we leverage our global banking and digital expertise to deliver persona-centric digital onboarding transformation for leading banks, across the world. Based on our experience with leading global banks key imperatives and things to avoid could be:

👍 Must Have

- Intuitive screens with simple, clear, and easy instructions with no terminology.

- Should have the ability to easily cancel the process at any screen.

- Receipts and confirmation messages through emails or SMS for completing stages.

- Minimal data entry with prefilled screens based on information provided by document upload etc.

- Rewards for loyalty, personalized deals, and incentives.

👎 To Avoid

- Lack of option to save and continue if distractions occur.

- Physical signatures or paperwork required (unless regulatory mandate).

- Complicated legal terms and conditions, regulatory requirements, and barriers.

- Being unavailable 24x7 and not offering support through channels like mobile etc.

- Long and confusing onboarding process with overload of information to be entered.

LTIMindtree has partnered with Gieom to deliver a persona-centric digital customer onboarding experience. Some of the key features that we can enable include:

Liveness Test built-in anti-spoofing checks and gesture randomization.

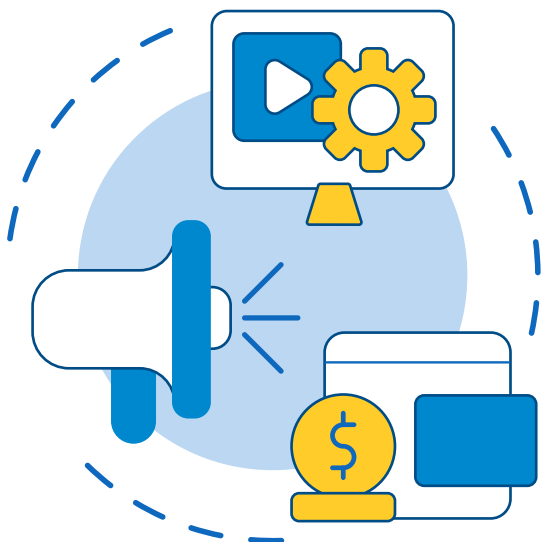Facial Match on ID proof against the selfie and liveness test.

Watermarking of details like Geotagging with date and time stamp.

Classification and Recognition of the ID Document.

Built in video call facility.

Extraction and Verification of the details on National ID and auto form filling based on the details captured

Dynamic digital form creation using the designer tool

Dashboard driven monitoring and exception handling during the onboarding process

APIs call to integrate with existing workflows and solutions

By combining the expertise of LTIMindtree and Gieom, some of the key benefits we can deliver include:

01

Reduce time to onboard new customers by 90%- Complete KYC within minutes with pre-filled forms.

02

Enable agility and speed with Flexible Deployment Options.

03

Lower Customer Acquisition Cost – No more in-person verification.

04

Ensure high accuracy to recognize and read multi-country ID documents with a fully trained AI/ML engine.

05

Complete visibility on the onboarding process using command center dashboards for monitoring and audit requirements.

06

Design customizable workflows for various products.