

ACCOUNT OPENING PROCESS



BUSINESS OVERVIEW

With growing competition & stringent compliance norms, the account opening process managers in banks are facing pressures to:

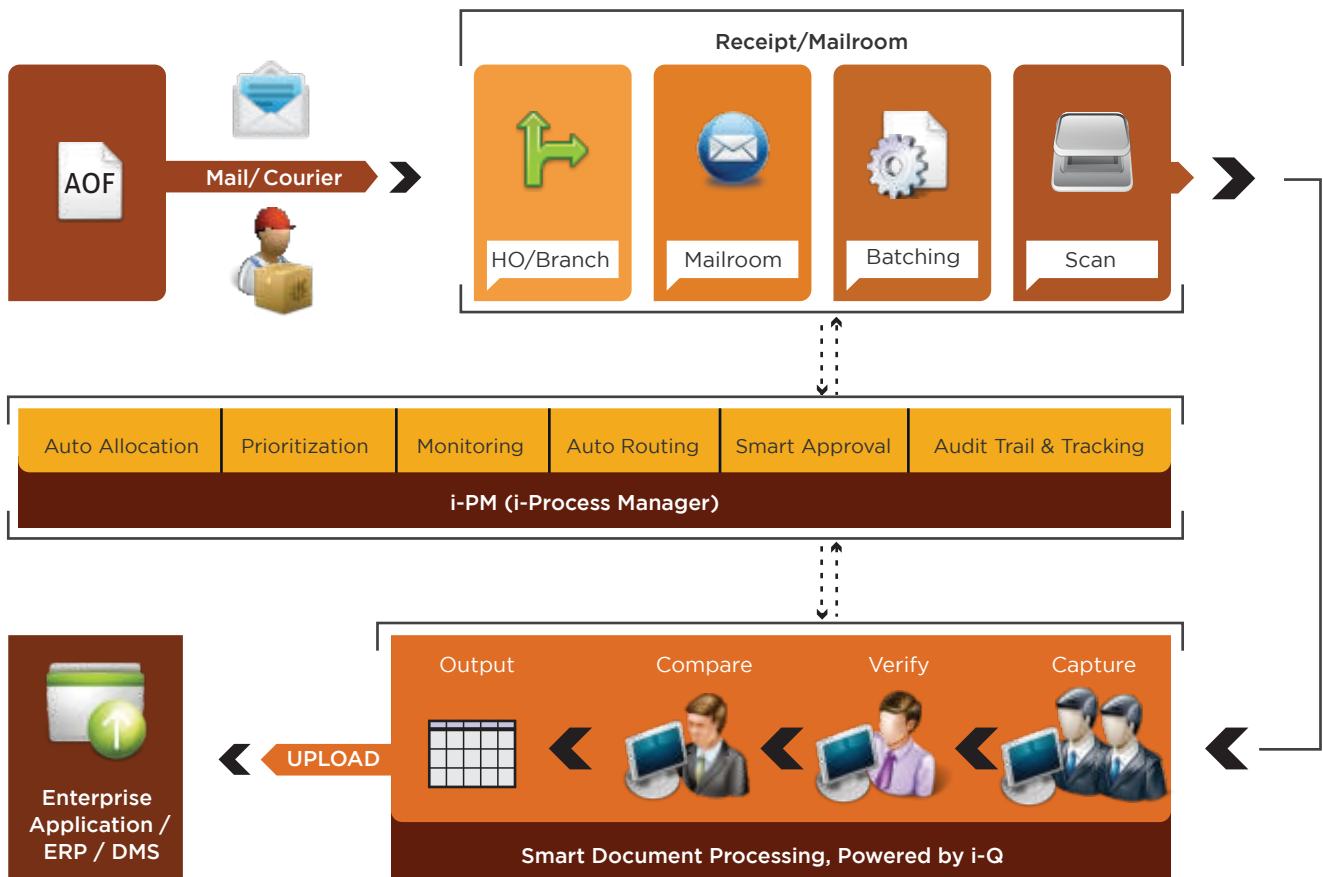
- Reduce costs
- Improve processing speed
- Maintain high data accuracy
- Ensure stringent compliance & SLA's

In today's highly competitive market, in order to gain a business edge & higher customer satisfaction, banks have to serve the new customers more efficiently & effectively. Strategic use of smart technology and services provide banks the capability to handle high volumes at low costs & also reduce the time involved in processing, whilst successfully addressing compliance requirements.

DATAMATICS' NEXT-GENERATION SOLUTION

- Intelligent workflow 'i-PM' for high accuracy & speed
- Using fuzzy logic based 'iQTM' to auto-locate, identify & capture information from Account opening forms
- Business rules & database lookups to improve accuracy
- Seamless integration with existing enterprise applications
- Exception handling through automated workflow mechanism, reporting & MIS requirements
- Intelligent information mining & analytics for better customer insights

DATAMATICS' END-TO-END AOF PROCESSING WORKFLOW



DATAMATICS' OFFERINGS

Consulting Solutions

- Process assessment
- Business process optimization
- Global benchmarks & best practices alignment

Next-Generation Offerings

- De-centralized scanning & processing for high security
- SaaS-based intelligent electronic archival
- Analytics & data mining for enhanced customer view
- End-to-end services: collection, digitization, processing & reporting
- Configurable for industry specific requirements

Technology offerings

- **i-Q™**: Intelligent document processing platform
- **i-DART**: Intelligent records archival & management solution
- **i-PM**: Intelligent workflow & Business Process Management (BPM)

DATAMATICS' ADVANTAGE

PROVEN TRACK RECORD

- Proven track record with multiple users of workflow across the globe
- In-depth experience with hundreds of clients spanning more than 10 years
- Expertise in global best practices

DOMAIN EXPERTISE

- Delivery through combination of solutions with platform driven outsourced services
- End to End capabilities through collection, processing, analytics & reporting

PLATFORM

- Intelligent platform to improve processing speed, accuracy & reduce costs, with seamless integration with existing enterprise applications
- Multi-dimensional real-time dashboards, multi-layer automated approval routing to streamline order processing cycles

SUCCESS STORY

One of India's largest private banks was facing challenges with high volume of account opening form processing, leading to long cycle times, low accuracy & high operational cost.

After a thorough evaluation, they decided to outsource the process to Datamatics.

Our team developed & deployed a unique solution, using a combination of next generation products iQ for document capture & iPM for document workflow. This solution offers seamless integration with an existing core banking solution, Finnacle.

Account opening forms are scanned at bank's premises & images are securely transferred to Datamatics via sFTP, a scheduler based program upload these images to web based workflow for further processing by Datamatics delivery centers at Nashik & Puducherry.

Datamatics' solution has helped in reducing processing time from 48hrs to 24hrs & accuracy to 99.5%.

ASSOCIATED SERVICES

Retail Asset operations:

- Loan & Mortgage Origination
- Trade Finance
- Account Receivables
- Cash Management

Retail Liabilities Operations:

- Account Maintenance
- Customer Service
- Account Payable

Other Capabilities

- Analytics
- Workflow & BPM
- SaaS based Document Archival & Retrieval
- Mailroom & Imaging Services

KEY AWARDS & RECOGNITIONS

2019



2019 IBM Asia Pacific
Excellence Award for Top
Transformation Business
Partner



Rail Analysis India Awards
2019 for Automated Fare
Collection technology



CIO Choice 2019
Recognition for Robotic
Process Automation

2018



Best Cognitive Technology
Provider by Computer
Society of India



7th Global Economic
Summit 2018 – Services
Category



NASSCOM Analytics
Challenge 2018 – Fraud
Detection Solution

ABOUT DATAMATICS

Datamatics is a technology company that builds intelligent solutions for data-driven enterprises to improve their productivity and customer experience.

The company portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics, which are powered by Artificial Intelligence.

Datamatics also has established products in Robotics

Process Automation, Advanced Analytics, Business Intelligence and Automated Fare Collection. Datamatics services over 450 clients across diverse verticals including Banking & Financial Services, Insurance, Manufacturing, Transport, Travel & Hospitality, Media & Publishing, Retail, and e-Commerce. Headquartered in Mumbai, the company has strong presence in the USA, Australia, Asia, Europe, and the Middle East with global employee strength of 10,000+.

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website: datamatics.com | email: business@datamatics.com

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