Why limit your customers' engagement process?

Digital Customer OnBoarding is here!

AI machine deep learning

- Great on-boarding experience! A new digital journey to your Customers
- Any device capability -desktop, tablet & mobile
- Safe, secure and fast ID verification
- Advanced & secure e-Signature
- Video & Photo Biometric Face Recognition
- Fully compliant with all regulatory requirement Europe-wide
- Huge conversion rate improvements
- Easy to implement and technologically sound

The need

Identifying the customer's identity (KYC), opening a bank account, issuing a credit card, activating a loan all are up to date related to time-consuming processes (period between 5-30 days depending on the service), as documents need to be sent, scanned, signed, imprinted and sent back (slow time-to-service), both to verify the information on a client and to fill the necessary supporting documents. They are, also, money-consuming mainly due to the involvement of human resources for the manual control and identification processes (high cost).
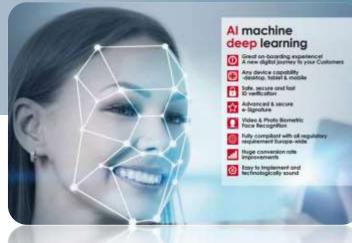
Advantages

The solution is an optimum approach by taking the current customer journey to a fully automated and digital process. The key advantages of the solution are:

· Enhanced Customer Journey. Fast and easy interaction with customers and collaborators anytime, anywhere using their device and enjoying in this way a special user experience.

· New business acceleration. Direct enhance of the activation time of new customers and services (Order to Bill). Optimization of the Customer Service (inbound & outbound sales calls). Possibility for new sales channels as new collaborators can use the service (3rd parties).

· Cost Savings. Automated procedures and significant reduce of the relevant costs.

This solution has already a significant impact both in Greece and abroad where the company is active and has received numerous awards for innovation and the value offered to the final customer. It is **fully compliant with Greek and EU regulation** and the whole service meets the critical outsourcing requirements. **The SynChordia Digital OnBoarding service has been ranked among the top 10 Customer Experience Management solutions** and **Intelli** among the **top 25 FINTECH Solution Providers in Europe**.

The solution

The whole process of identification and activation of a new client is digitally transformed via the **SynChordia Digital OnBoarding™**, a Digital On Boarding integrated solution developed and promoted in Greece and abroad by Intelli. The solution allows any company or body to directly construct a digital flow of entry of a new client or activate a new product by providing old and new customers with the possibility to complete the entry process within minutes, using a computer or mobile phone in three basic steps:

Customer Engagement
· Creating original digital contracts in seconds
· Defining the necessary fields and supplementary documents needed
· Describing the work flows and the possible multiple signers.

Customer Identification & Verification
· Customers digitally upload the necessary documents and their photo
· The system identifies the documents and the content verifying their authenticity
· The customer is identified by the photo or a video call with the use of biometric data

Digital Signature
· Creating a contract filled with the information on the customer
· Digital signature and issue of a corresponding digital certificate in accordance with the EU law (eIDAS)
· Sending the digitally signed copies to the parties involved
· Completing the entry procedure fully safeguarding sensitive personal data (GDPR Compliant, & ISO27001 Certified)

15 YEARS ANNIVERSARY

intellisolutions
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