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Your agility.

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THE  
SHIFT  
NOW!**

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# INNOVATE TO STAY COMPETITIVE

Losing customers due to current global situations

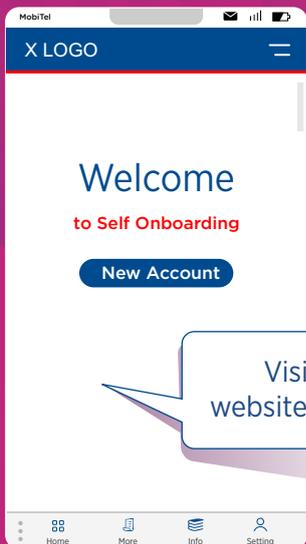
Need a fast, easy and effective system for onboarding customers during these crisis

Do you want to provide a seamless online onboarding process, be 100% compliant to regulations, and provide data security

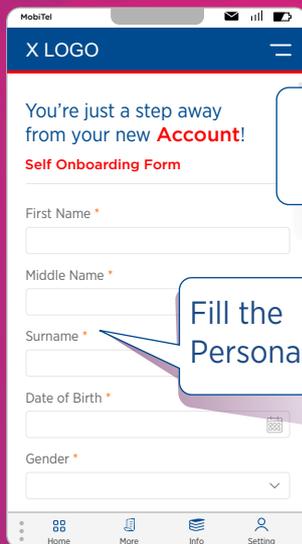
All this while keeping customer experience as your top priority

Onboard your customers by being 100% compliant with SEBI and RBI guidelines

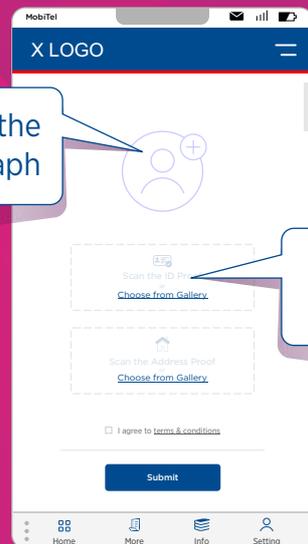
# Online KYC process



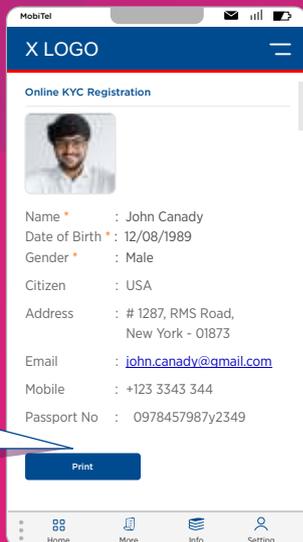
Visit the website/app



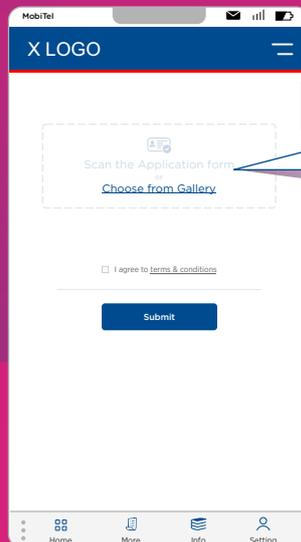
Fill the Personal Details



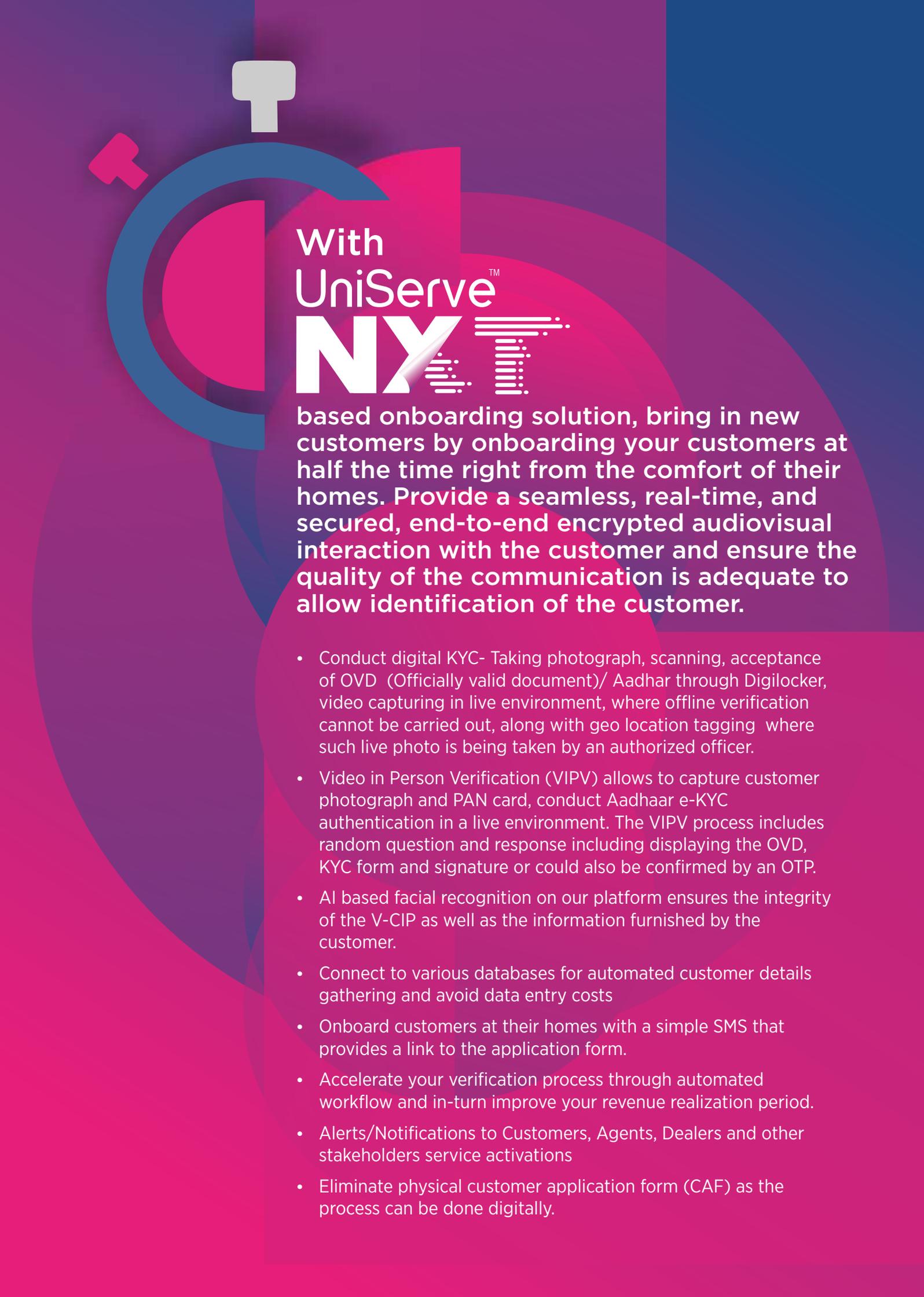
Submit the documents



Print the application form, affix the signature



Scan the Application form or upload the scanned copy



## With UniServe<sup>TM</sup> NXY

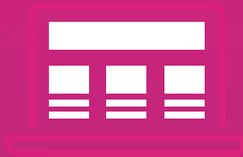
based onboarding solution, bring in new customers by onboarding your customers at half the time right from the comfort of their homes. Provide a seamless, real-time, and secured, end-to-end encrypted audiovisual interaction with the customer and ensure the quality of the communication is adequate to allow identification of the customer.

- Conduct digital KYC- Taking photograph, scanning, acceptance of OVD (Officially valid document)/ Aadhaar through Digilocker, video capturing in live environment, where offline verification cannot be carried out, along with geo location tagging where such live photo is being taken by an authorized officer.
- Video in Person Verification (VIPV) allows to capture customer photograph and PAN card, conduct Aadhaar e-KYC authentication in a live environment. The VIPV process includes random question and response including displaying the OVD, KYC form and signature or could also be confirmed by an OTP.
- AI based facial recognition on our platform ensures the integrity of the V-CIP as well as the information furnished by the customer.
- Connect to various databases for automated customer details gathering and avoid data entry costs
- Onboard customers at their homes with a simple SMS that provides a link to the application form.
- Accelerate your verification process through automated workflow and in-turn improve your revenue realization period.
- Alerts/Notifications to Customers, Agents, Dealers and other stakeholders service activations
- Eliminate physical customer application form (CAF) as the process can be done digitally.

# Process Flow



Customer



Website / Mobile App  
Fills basic details



Approved /  
Rejected



SMS notification to  
customer & agent

Upload all the  
information  
and Videos in the  
Target System



Target System



Reports



Search



Integration Layer

## Agile onboarding solution to strike a balance between easing the onboarding process and fulfilling regulatory requirements.

UniServe™ NXT platform's technology capabilities and modules enable financial institutions to rapidly develop enterprise applications that suit the requirements of business opportunities and can be altered dynamically with the changing business scenarios.

This helps in enhancing customer experience, improving productivity, optimizing operational expenses and exploring new business models and revenue streams.



### Seamless access to multiple data points

Robotic Process Automation comprises of AI capabilities that help build your competitive edge and ensure a seamless customer experience.

### Flexibility in identify verification

UniServe™ NXT has the ability to deliver different types of identity checks and types of data from a variety of sources. The more data inputs, formats and channels a system can deliver, the more robust the information.



### Mobile capability

The platform provides a simple, user-friendly and intuitive solution to verify identity customer details through an SMS sent to the customer's phone. As the number of mobile phone users continues to increase worldwide, there is a great need for a secure digital identity verification process.

### Data security

The platform helps to create a single, unified view of your customers across all lines of business. By bridging the data and process silos and creating a consistent, persistent, and sharable view of your customers, you can deliver consistent experience throughout customer lifecycle.



### 360 degree customer view

The platform helps to create a single, unified view of your customers across all lines of business. By bridging the data and process silos and creating a consistent, persistent, and sharable view of your customers, you can deliver consistent experience throughout customer lifecycle.

# Agile Onboarding Benefits

- Eliminates data entry and physical document storage costs
- Delivers competitive edge that helps improve market share
- Greater operational efficiency through automated workflow
- Fast and easy change management
- Highly portable & user-friendly tablet app for faster & improved customer service
- Better & enhanced customer experience with timely alerts and notifications
- Provides electronic document storage facility ensuring adherence to statutory compliance
- Reduced expenditure on resources such as physical storage, maintenance and manpower;
- Reduced operational expenses
- 50% reduction in data entry costs
- Unified database for actionable customer insights
- Assists as a tool in combating misuse of services
- Alerts on Onboarding process enhances business process transparency



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To know more about our solutions, visit [www.in10stech.com](http://www.in10stech.com), call +91 40 44558585 / 27849019 / 27844551 or e-mail [info@in10stech.com](mailto:info@in10stech.com)