

Our intensity.
Your agility.

BE A GAME CHANGER!
DIGITAL CUSTOMER
ENGAGEMENT DELIVERS
COMPETITIVE EDGE

In10s⁷

UniServe™
NXY

www.in10stech.com



UniServe™ NXT is a digital business platform with pre-built solutions to automate customer engagement

The emergence of new technologies, competition from new entrants like fintech companies such as google pay, PhonePe, Paytm, etc., ever-rising customer expectations – all these factors have made traditional banks focus on customer engagement to remain competitive. Research suggests that, 86% of buyers are willing to pay more for a great customer experience.

- ✓ Onboard your customers faster while complying to regulations
- ✓ Deliver omni-channel customer engagement
- ✓ Automate your loan processing with BPM capabilities
- ✓ Arrest revenue leakage with automated financial reconciliation

NEED A FAST, EASY AND EFFECTIVE SYSTEM FOR ONBOARDING THE NEW AGE DIGITAL CUSTOMERS?

With UniServe™ NXT platform based onboarding solution, start off your customer relationship by onboarding your customers at half the time. Our solution incorporates the ability to synchronize multiple legacy systems and streamline document-intensive, compliance-driven processes and render consistent customer service across web and mobile.



Our clients onboard 2.5 million customers per day with our application.

We've helped one of our clients' onboard 100 million customers in 170 days.



Key functionalities

- Seamless onboarding of customers by integrating with multiple systems
- Connects to national database for eKYC to gather customer details and avoid data entry costs
- Accelerates verification process through automated workflow
- Captures true copy of all the customer details and identity documents digitally
- Provides electronic document storage facility with access rights and version control

Business Benefits



Highly user-friendly application for improved customer service

Enhanced customer experience due to faster processes

Adherence to statutory compliance

Automation leads to improved revenue realization

ARE YOU FACING CHALLENGES PROVIDING CONSISTENT CUSTOMER EXPERIENCE AS PEOPLE, PROCESS AND TECHNOLOGY WORK INDEPENDENTLY?

Today, the complexity of ever-increasing digital channels and the present silo legacy infrastructure makes it increasingly difficult to keep up with the customers' demands. With customer experience taking center stage, it is key to send the right kind of messages to your customers to keep them engaged.

Centralized customer engagement and communications management solution built on UniServe™ NXT platform helps transform customer centric processes by designing and sending interactive and personalized customer messages across all physical and digital channels.



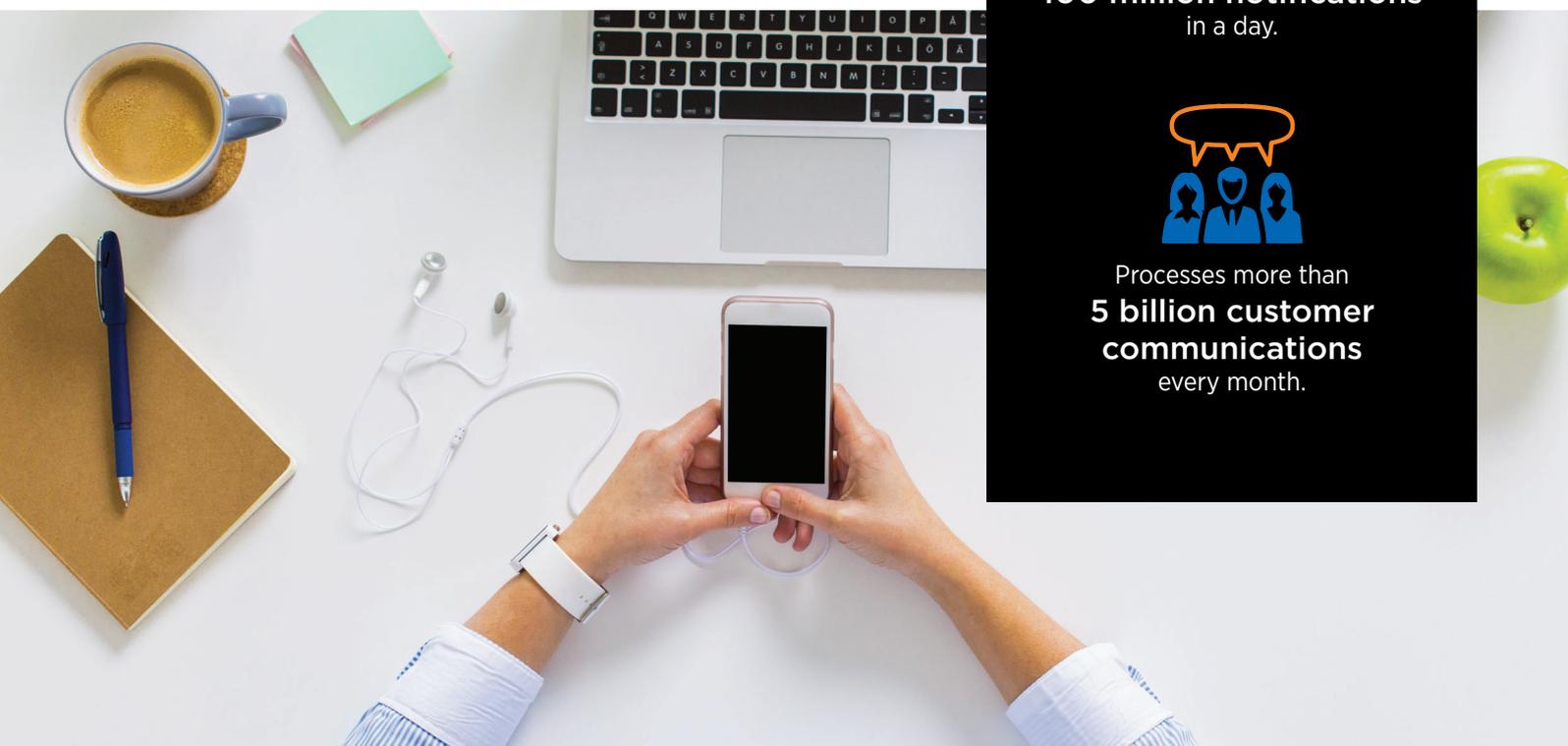
Save on customer service
OPEX by about 20%



The solution sends more than
100 million notifications
in a day.



Processes more than
5 billion customer communications
every month.





Key functionalities

- Act on customer data insights from big data, create and send timely alerts, personalized interactive messages and notifications
- Federate data from multiple business support systems into one unified platform to send rules-driven, personalized notifications to customers
- Web based GUI template management system for faster change management by any business user
- Analyze customer's social behavior to understand customer interests and preferences and send location based, multi lingual, targeted and profile-based messaging through email and SMS
- Self-care portal that enables online payments, complaints/ service requests etc.

Business Benefits



Replacement of multiple redundant alerts & notification systems with single unified hub

Increased revenue due to third party advertisements & targeted marketing campaigns

Personalized up-sell and cross-sell opportunities by capturing customer interests

Enhanced customer experience due to interactive customer communications

IS YOUR LOAN APPROVAL PROCESS TOO TIME CONSUMING, EXPENSIVE AND TEDIOUS?

Manual processing of loans has always been a challenge for banks. With no control in verification process, huge expenditure on physical storage, maintenance and manpower prevents loans from closing on schedule. This translates into loss of business to competition. For this reason, many banks are automating

their lending processes, covering the entire loan life cycle. UniServe™ NXT for BPM based loan processing automation eliminates the tedious manual process of routing jobs, reduces costs and creates control in verification process. An automated loan processing solution allows banks to close more qualified

loans faster with improved operational efficiency. Our platform allows easy management of the most complex processes and their end-to-end optimization.

Key functionalities

- ✓ Apply, collect and verify loan application and support file documents directly on the portal
- ✓ Customer data capture by integrating with various systems to initiate loan approval or rejection process
- ✓ Various stakeholders (such as Loan Approver) can log in to the portal to view the document and check customer credit score which is fetched by integrating with Credit Bureau System
- ✓ Notifications can be sent to the customers regarding loan approval with a proposed offer letter to accept
- ✓ Customer can easily login and check loan application information

Business Benefits



Higher customer retention because of improved customer satisfaction



Reduced expenditure on resources such as physical storage, maintenance, manpower, etc.



Elimination of errors due to human handling because of automated workflow process



Faster retrieval of customer application forms, resulting in minimized response time to customer queries



Streamlined process for loan automation process



Ensures quality in customer acquisition by eliminating incidents of fraudulent connections and minimizing of transactional errors



Improved operational efficiency due to automated process



Digital transformation leading to competitive edge and agility

WANT TO ARREST REVENUE LEAKAGE WHILE INCREASING EBITDA AT THE SAME TIME?

Revenue leakage is one big challenge that banks today are facing that maybe easily overlooked. Customer fees and charges, interbank accounting, intra bank chargers, government and taxation are all areas that are subject to potential revenue leakage. UniServe™ NXT based Financial Reconciliation solution can help automate processes and arrest such revenue leakage.

With the help of the Financial Reconciliation solution built on UniServe™ NXT banks can arrest revenue leakage and increase EBITDA on an average of 2%. Automation of manual banking processes such as auditing leads to maximum accuracy, greater control and improved operational efficiency.

Key functionalities

- ✓ Configurable workflow based assurance facilitates smoother audits and reconciliations
- ✓ Robotic Process Automation where process bots populate data between prescribed locations
- ✓ Web based reports designer, GUI based query builder to configure database queries & customizable role based Dashboard
- ✓ Easier change management through configurable rules engine

Business Benefits

- ✓ The solution arrests revenue leakage of 2% on average of EBITDA
- ✓ Automation of processes leads to enhanced visibility and elimination of risks due to oversight
- ✓ Cost effective solution as it minimizes skilled manpower costs
- ✓ There is greater control & improved operational efficiency
- ✓ Banks can achieve maximum accuracy as there's no human intervention for audit



Conclusion

In the end, to capture the hearts, minds, and wallets of customers, banks will need to accelerate their digital transformation. With the pre-built solutions on Uniserve™ NXT it is possible to achieve this level of transformation. Focusing on customer engagement is likely to strengthen banks' emotional ties with customers and earn a top spot in the list of customers' favorite brands.



Copyright © Intense Technologies Limited. All rights reserved.

Intense Technologies Limited is a global enterprise software products company, headquartered in India with a strong presence in USA, LATAM, EMEA and APAC. Our enterprise software products are used globally by Fortune 500s for digital transformation of their mission critical, customer-facing processes that result in increased revenues and improved customer experience.

To know more about our solutions, visit www.in10stech.com, call +91 40 44558585 / 27849019 / 27844551 or e-mail info@in10stech.com