Client Onboarding

Whitestein LSPS

Intelligent Process Applications

WHITESTEIN
Technologies

Financial Services - Onboarding

Customer Relationship

The first impression of the account opening process sets the tone of the relationship between the financial institution and the customer, paving the way for future business opportunities. LSPS makes this process as seamless as possible.

LSPS provides a streamlined automated client onboarding process that is fully customizable to the needs of individual financial services client and their end customers. Features include data gathering, regulatory compliance, suitability matching, due diligence, document management, user-defined questionnaires, and relationships. By crossing business lines to autofill and update forms, customers are not bogged down with excessive paperwork, and regulatory changes, such as KYI, are easily implemented to the opening processes. Unique goal-based processes proactively ensure backlogs are pre-empted.

Compliance

Information required for client approval varies based on many factors, ranging from type of product, to risk components, to income levels. As these factors change, LSPS provides the ability to safely make updates and ad-hoc changes to running process instances, resulting in fast and efficient implementation to all relevant parties and documents.

Selected Features

- **Documentation**-Pull data from across business lines to expedite the application process and reduce inefficiencies. Treat and store digital documents; Generation of simple and complex PDF documents with auto-population and digital signatures.
- **Analytics** - Provides a range of information from the macro to the micro, including identification of pending bottlenecks and accuracy of task allocation times,
- **Dashboard**- Intuitive user interface through which users view all necessary information ranging from tasks to complete to warnings regarding missing paperwork.
- **Transparency** - Full transparency and auditability are built into the LSPS Onboarding tool, ensuring that relevant users can have a full view of activity at any time, in real-time.
- **Compliance** - Ongoing monitoring of status triggers alerts for those instances requiring additional action, including those in mid process

Focus on Business Outcomes

- Web-based Process Discovery tool
- Simplifiy complex process areas
- Goal-oriented process intelligence
- Track and dynamically enforce KPIs
- Responsive to business 'moments'
- Integrated Case & Process approaches
- Simplify and accelerate modeling

End-User Steering

- Transparency and power to the user
- User-collaboration via multi-channels
- User-definable business rules
- Ad-hoc injection of new tasks/processes
- Visual drill-through process tracking
- Real-time visibility & reporting
- Manage governance, risk, & compliace

Intelligent Automation

- Goal-driven process execution
- Automatically re-route bottlenecks
- Learn from experience & predict
- Replace legacy systems iteratively
- Orchestration of multiple systems
- Continuous process improvement
- Portfolio health checks

Powerful Deployment

- Cloud and on-premises ready
- Automated scaling to any enterprise size
- Pre-built domain-independent functions
- Domain-specific business accelerators
- Out-of-the-box integration connectors
- In-flight update to running applications
- Model-once, deploy to any device

Build for Change

- Create smart, responsive applications
- Software behavior that learns & adapts
- Detect and use device capabilities
- Allow the customer to make changes
- Intelligent engine to recommend/decide
- Establish performance goals & KPIs
- Learning engine seeks improvements

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