

# Xerox® Workflow Automation Solution for New Client Onboarding

Simplify and shorten the onboarding process to start building customer satisfaction and business growth right away while you also cut costs and improve compliance.

Providing an efficient onboarding experience is a unique opportunity for banks to deliver customer satisfaction from the very beginning, and build business growth and customer retention in the long term. However, on-boarding account opening and loan processes can be ridden with much inefficiency. This may stem from inconsistent treatment across diverse channels, the prominence of paper-based tasks, the administrative burden of complex regulations, and uneven access to information barring a holistic view of the client.

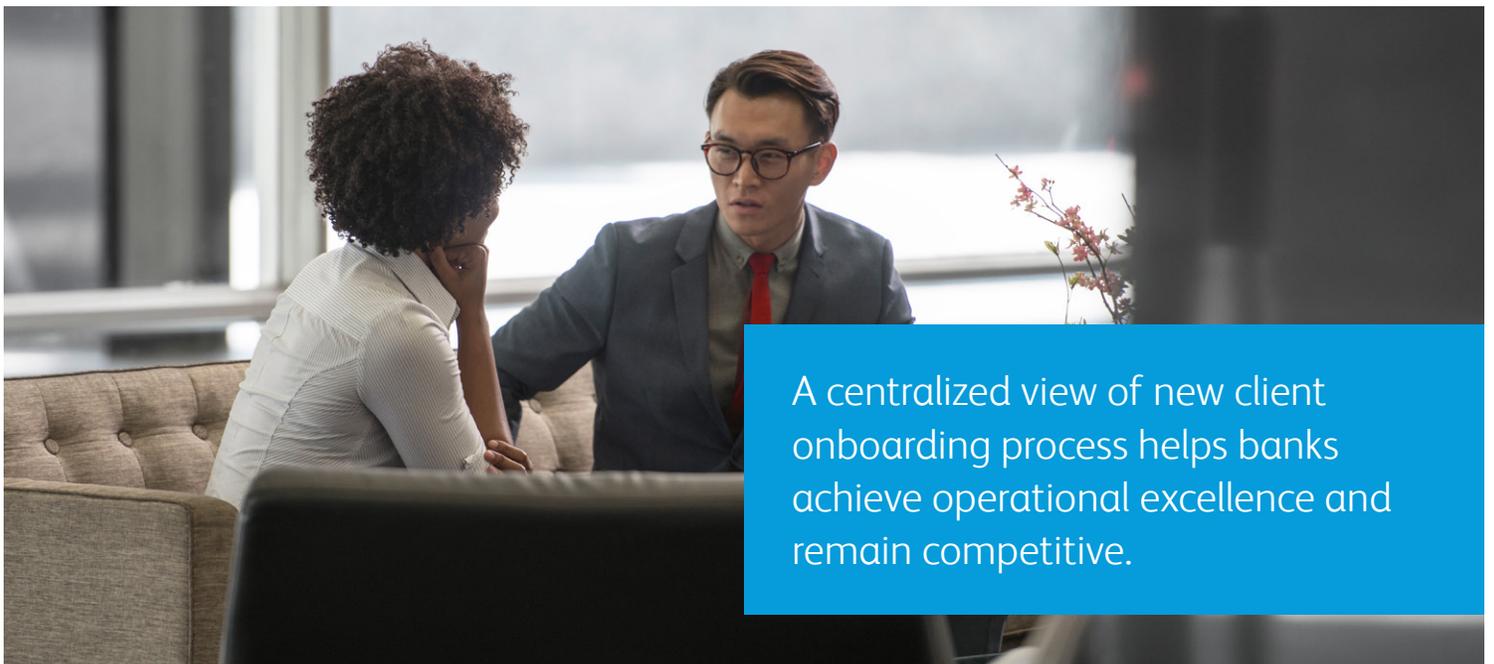
To increase business, deliver a better customer experience, reduce costs and scale compliance, the banks must consider automating the on-boarding function which involves: capturing, validating and collating customer data and documents from different sources, offering easy access to the documents, the generation of reports and dashboards, and reducing manual and repetitive tasks.

The Xerox® Workflow Automation Solution for New Client Onboarding makes it easy to streamline and automate Customer Due Diligence (CDD) by capturing client identification documents and creating audit trails to help you with your compliance efforts. Information coming from a variety of devices is electronically captured and classified. The

solution even sends up a red flag to staff members if information you deem relevant is missing. Only when all such required information is included is the file routed for action or review. The creation of an integrated vision can boost efficiency and allow monitoring and analysis, thus providing a building block enabling the banks to engage in dialogues with their customers to create more business opportunities.

## The Xerox® Workflow Automation Solution for Client Onboarding enables banks to:

- Increase processing capacity and consistency
- Streamline the process of creating new business, and working with new clients
- Significantly reduce the time spent manually compiling and managing client documents
- Quickly find and use client information, irrespective of the source
- Increase customer satisfaction to build retention due to process efficiency
- Enable mobile access to relevant customer data wherever and whenever needed
- Ensure secure storage and retrieval of client content



A centralized view of new client onboarding process helps banks achieve operational excellence and remain competitive.

# Optimize and accelerate your client onboarding processes.

## Automate the capture of loan and account applications from the point of receipt.

The Xerox® Workflow Automation Solution for Client Onboarding automates the capture of applications at the point of receipt—regardless of file format or origination—to improve the process quality and timing of client onboarding activities. Xerox can also help you to automate other manual activities such as requests for missing information, service level agreements (SLA) and production level monitoring, and responses to clients. Automation accelerates the receipt and processing of new business information, helping to realize process efficiency across the entire business.

## Give new meaning to multi-tasking.

This Xerox® solution can speed up client onboarding processing by providing the ability for parallel processing—that is, performing more than one activity at the same time, such as finding documents and responding

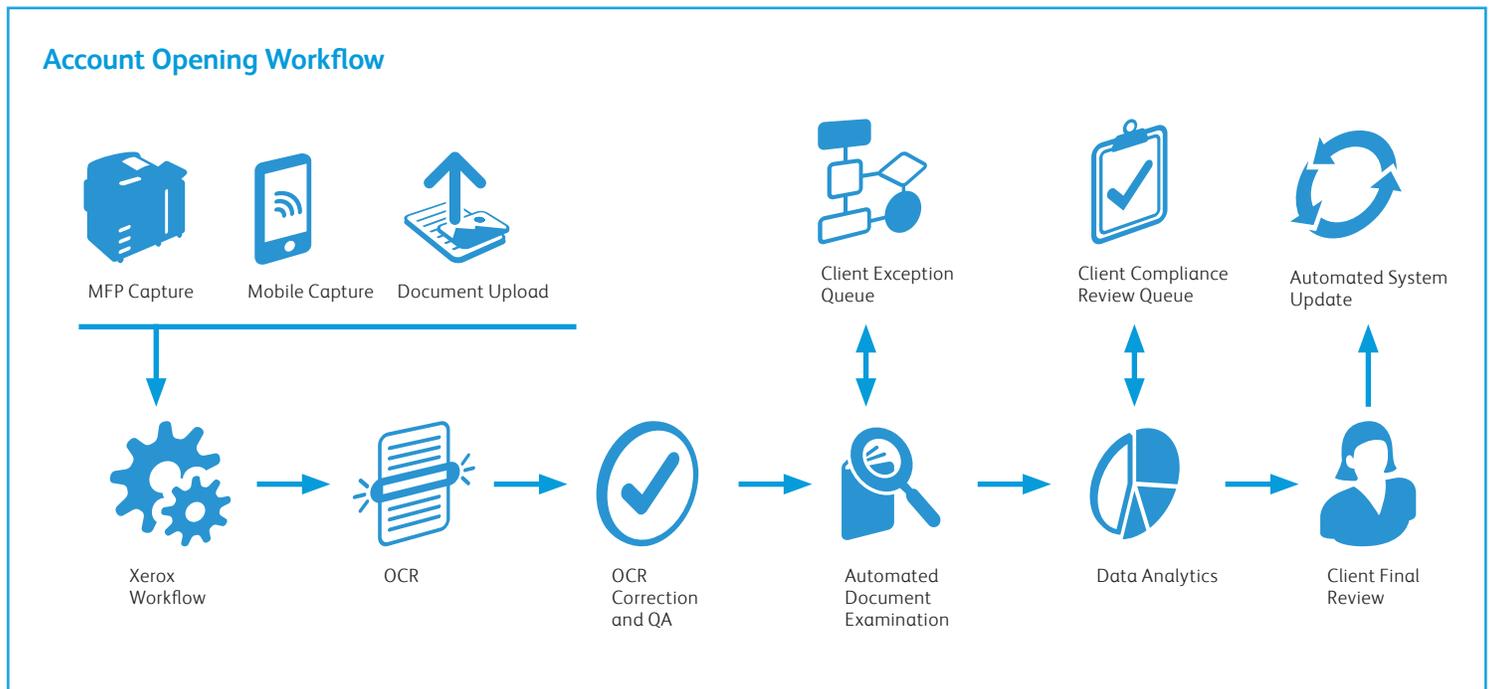
to live customer requests. By automating manual business processes, the solution enables banks to increase their client onboarding capacity almost immediately, without additional labor. With an automated approach to monitoring service level agreements and production levels, loan underwriting managers can ensure they are not only meeting the needs of their customers, but also monitor their own performance as well.

## Increase information security.

By centralizing document storage and management, any information type from any source—scanned paper documents, faxes, print streams, electronic forms, web content, multimedia files, emails and even industry standard data streams like XML—can be placed under records management control. This can enable you to support your compliance efforts with the increasingly complex regulations that apply across account types, geographies and even client demographics.

## Work with a knowledgeable team.

At Xerox, we're knowledgeable in digital documents and workflows, but we recognize that your information and processes are unique to your business. Through qualitative and quantitative assessments, we help you capture a true analysis of your current state. From there, we can deliver an integrated solution for you. Our new client onboarding solution is just one building block within our overall banking lifecycle offerings, so we can help you along your digital journey. From initial design, to deployment and rollout, to training and support, Xerox stays with you at every step.



For more information, visit [xerox.com/was](http://xerox.com/was).

