



FinTech



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As banks strive to increase their digital customers, client satisfaction remains the gold standard of responsible growth in the banking and Financial Service Industry (FSI). The loyalty of customers to stick around with particular bank hinges on the customer experience banks are able to deliver. This in turn depends on employee experience.

Forrester's CX Index identifies three aspects of loyalty that banks ought to increase:

- **Retention: Keeping more customers for longer**
- **Enrichment: Cross-sell and up-sell**
- **Customer advocacy: Word of mouth**

FSI executives are not oblivious to this business need. Gartner's survey of 354 banking and investment services CIOs revealed that future-oriented banks are focused on digitalization of services, both externally and internally.

Even though Digital Transformation is happening across industries and functions, the IT spend is moving from central IT to a new category of business buyers.

By 2024, 80% of technology products and services will be built by those who are not technology professionals, according to Gartner, Inc. Even if the prediction misses by a few percentage points, the trend is clear and points towards providing IT tools to business users- people closest to the process or problem.

Banking Use Cases

Back Office

- Negative Mobile App for Business Workflows
- Mortgage Process Automation
- Employee On boarding

Front Office

- Loan Approvals
- Remote Account Opening
- Customer Onboarding

Digital Banking is a Team Sport

FSI leaders can empower their business users by providing a low-code/no-code platform that facilitates a build-once,use-many times approach and allows building secure, agile, scalable, and affordable low-to-no-code applications such as multi-tenant SaaS apps, data or process apps, and mobile apps to automate workflows and processes, improve enterprise efficiency, and enhance customer experience.

But, leaders ought to have a set of use cases that are mature enough to inspire their teams to use LCNC platforms in their own enterprise situation, activating both business users and professional IT developers.



Use Cases

Account Opening

Remote Account Opening:

Develop your bank or financial service institution's IT platform that uses both internal resources and external services. An enterprise-grade Low-Code/No-Code platform allows you to use 3rd party solutions for data and facial recognition like Microsoft Cognitive Services to embed natural language processing and image recognition in your account opening business workflow. Also, integrate this new data into your existing ERP and CRM systems without having to switch between platforms.

Mobile App

Native Mobile Apps:

Although you have your financial institution's main mobile app built natively on iOS, Android, or Windows platforms, it's time to provide the same mobile experience for your business workflow apps. AgilePoint NX Mobile App Accelerator includes a low-code app development platform that enables people to create custom-branded native enterprise mobile applications for iOS, Android, or Windows devices without writing any code. Watch the video to see it

Onboarding

Native Mobile Apps:

This app provides a form to enter the details of the new customer. The request is then routed for the approval procedure. On Approval, the customer is onboarded into the business. At each step, e-mail notifications are sent with a link to view the progress of the customer onboarding process. Use our out-of-the-box template from the AgilePoint marketplace or tweak the template per your custom needs.





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AgilePoint is the industry's first all-in-one intelligent process automation platform for the enterprise. The AgilePoint platform enables an agile operating model to dramatically improve operational performance, accelerate time-to-market, expand employee engagement, unlock innovation, and improve quality.

While most process automation solutions handle only specific categories of applications, AgilePoint has been architected to address all application requirements on one single platform. As a result, AgilePoint clients require fewer low code tools and IT support resources, delivering the industry's lowest total cost of ownership.

Our industry-first model-driven abstraction design reduces delivery time by up to 90% compared to traditional approaches. With over 1,000 global clients, many of the world's best brands trust AgilePoint to drive their agile transformation programs.

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