


ING TURKEY Cuts Down Customer Onboarding Time

 **50%↓**

Customer wait times reduced

 **76%↓**

Customer onboarding time decreased

 **50%↓**

New employee training time reduced



Advanced security and compliance features



BUSINESS CHALLENGES

- ▶ Streamlining and optimizing branch experience
- ▶ Transforming the customer experience to improve engagement
- ▶ Delivering a quick, effective and intuitive onboarding process
- ▶ Creating the best user experience with a focus on ease of use
- ▶ Reducing new employee training time



RETAIL BANKING

4500+ EMPLOYEES
223 BRANCHES



'We were looking for a resilient and powerful platform that would deliver the **security, compliance** and **user experience** components and features we needed.'

Bahar Savaş, Application Development Core Banking SVP, ING Turkey

FEATURES

Branch Automation

360 Degree View of Customer

Customer Onboarding

e-KYC (Know Your Customer)

VeriBranch