

# One Single Framework to Drive **Consistent** CUSTOMER JOURNEYS

**85%↑**  
increased productivity on both assisted and direct customer channels



Cost & time to market of new channel development reduced by

**65%↓**

Customer onboarding time reduced to only **5 minutes**

**2 screens**  
Instead of 10 screens for customer onboarding

**2 signatures**  
Instead of 5 customer signatures

## BUSINESS CHALLENGES

- ▶ Create a single platform to drive the bank's Omni-Channel strategy
- ▶ Offer rich, relevant and engaging experiences across all channels
- ▶ Improve operational efficiency in every customer touch point
- ▶ Replace legacy framework and cut costs



**RETAIL BANKING**  
250.000+ CUSTOMERS



'All of our channels are based on the **same code base** and provide a **seamless experience** in the front-end. Additionally, they are managed from a **single back-office** application including content authorization, authentication, limits and approvals.'

*Esra Beyzadeoglu, CIO of Alternatif Bank*

## SOLUTION

### Digital Customer Onboarding

### Omni-Channel Delivery

- Retail Internet Banking
- Corporate Internet Banking
- Mobile Banking
- Branch Banking
- Contact Center Banking
- ATM Banking
- Employee Mobile Banking

VeriChannel