With today’s ever-changing global financial scenario, universal banks are required to continuously revise their strategies to address the evolving and dynamic market. They need to move beyond existing silos and overcome operational complexities, lack of insights and operational constraints to enhance their services and ensure customer satisfaction, optimization of operational cost and performance, and risk management.

Banks can enhance customer service by developing focused offerings aligned with customer needs, delivering information and services via self-service and assisted channels, product and price innovation, and service differentiation. Increase in operational efficiency can be achieved by simplifying operations, managing cost and building stronger transaction banking capabilities. Leveraging existing information effectively can help the banks optimize risk and building stronger access control can improve operational risk management. However, these requirements need to be backed by a strong technological infrastructure that can enable faster implementation of changes and new ideas in order to reduce time-to-market for products.

Oracle FLEXCUBE transforms the way banks run their business by providing them with capabilities to improve customer experience, innovate and differentiate across products and services, improve staff productivity and streamline operations.

**Enhance Customer Experience**

The customer-centric design of Oracle FLEXCUBE enables banks to provide their customers with a rich self-service web experience by delivering comprehensive information online. Customers get a detailed view of their status, currency positions, pending authorizations, scheduled transactions, notifications and quick tasks. The online capability allows corporate customers to self-manage users and transactions. Corporate customers can self-administer, set up entitlements, and manage transaction approval processes. Assisted channel support offers instant assistance to customers, and enables customer engagement and active query resolution, in turn enabling cross-sell and up-sell.
Provide End-to-End Service and Increase Operational Efficiency

Oracle FLEXCUBE provides a spectrum of services helping corporate banks improve the productivity of their knowledge workers, improving cross-sell and up-sell, centralizing product configuration and processing, providing end-to-end services across conventional and Islamic banking, and effectively managing operations and risk.

Customer 360-degree dashboards provide a holistic insight to the corporate customer portfolio. Dashboards, alerts, reminders, bulletin boards and a view of top pending items help knowledge workers focus on customer service and revenue generation. Centralized information stores act as a master source of information on customers, interactions, insights and accounts, stored in a single place for all business needs. Parameterization and flexible product definition enable flexible operations. Standardization enables centralized in-country operations. Comprehensive functionalities across Lending, Deposits, Treasury, Trade Finance and Payments, provide end-to-end servicing and full life cycle processing capabilities to banks.

Inbuilt capabilities for business process management help banks manage, monitor and improve business processes. Superior operational controls for identity and access rights, transaction limits and collateral management help enhance security, control and insight. Integration with fraud detection, Know Your Customer (KYC), Foreign Account Tax Compliance Act (FATCA) and Anti-money Laundering (AML) systems helps banks tighten regulatory and compliance controls. The capabilities of inbuilt and adhoc reporting help address multi regulatory reporting requirements. Data from FLEXCUBE is extracted, transformed and loaded to Oracle FLEXCUBE Information server for developing high fidelity, time variant insights. The solution offers extensive parameterization capability to generate reports based on customer requirements.

Empower IT to be Responsive to Business

Oracle FLEXCUBE Open Development Tools enable bank IT staff to respond quickly to business needs. User interfaces, business logic and processing can be customized and extended using Oracle FLEXCUBE Development Workbench for Universal Banking. Regression Testing of FLEXCUBE during major upgrades, customization and fixes can be automated by using Oracle FLEXCUBE Testing Workbench. Users can deploy system changes across devices with minimal effort and keep pace with evolving business needs by using Oracle FLEXCUBE Development Workbench for Direct and Mobile banking.
CONTACT US
For more information about Oracle FLEXCUBE Universal Banking, visit oracle.com/financialservices or call +1.800.ORACLE1 to speak to an Oracle representative.