

ACCESS CHANNELS – CONSULTING SERVICE OFFERINGS



DELIVERING AN INTEGRATED AND UNIFIED CHANNEL EXPERIENCE

KEY FEATURES

- Proven domain and technical expertise in delivering complex online channel solutions with exclusive focus in BFSI domain
- Solutions tailored to address and enhance the effectiveness of online channels for financial institutions
- Intuitive, collaborative and interactive web and mobile platforms delivering compelling online experience.
- Next generation workforce collaboration and Cross Channel Unification solutions
- Accelerated implementation of multichannel delivery platforms

KEY BENEFITS

- Facilitate unified channel access across customer touch points and the enterprise
- Superior customer experience
- Customer empowerment and personalization AND Employee empowerment and collaboration
- Consolidated & aggregated data views and Composite applications & single sign on
- Faster time to market and power to business – minimal IT intervention

Financial institutions are increasingly adopting customer centric solutions, which focus on creating a positive consumer experience and increasing customer “wallet” share across various channels of interaction. Oracle Financial Services PrimeSourcing offers comprehensive solutions which seek to enhance the customer experience by providing consistent cross channel collaboration, enabling interaction, personalization and self service anytime anywhere.

Overview

As financial institutions shift business focus from conservation to growth they need to develop innovative strategies to create more value for customers. Enhancing the distributions channels for superior customer experience and aligning business processes around the customer lifecycle would be a key differentiator in engaging customers better and earning customer loyalty. Financial institutions have many factors to consider while planning their multi channel strategy. Emergence of social networks and advanced mobile devices have changed the way consumers are using channels to interact with each other and do banking on the move. It has become imperative for financial institutions to have a presence on multiple access channels and offer innovative ways of banking. With consumers constantly switching channels to access products and services in their fast paced lives, consistency of information and services across channels is a must. Banks and financial institutions must revisit and reform their multi-channel strategy to achieve cross channel consistency.

Oracle Financial Services PrimeSourcing as a niche player in the BFSI space looks to empower organizations with a comprehensive channel agnostic customer centric solution which seek to enhance the customer experience and enable efficient customer service by cross channel collaboration, enabling interaction, personalization and self service across channels.

Our solutions assist financial institutions in realizing their vision for a multichannel delivery platform by empowering their customers with a unified view of their financial relationship with the institution and at the same time provide customer insight to the financial institution.

RELATED SERVICES

The following solutions are available for Access Channel Solutions –

- Employee Engagement and Collaboration Solutions
- Enterprise Business Portals
- Web Experience Management



Figure 1. Key pain points alleviated by Access Channels solutions with the benefits derived

Consulting Service Offerings

Our consultants will engage with IT and business teams in discovery workshops and assist in charting out a roadmap with solution recommendations. The strategy will leverage evolution of technology and various channels to integrate transaction banking, two way interactivity, personalization, social media and tools for self service to provide an integrated multi-channel experience.

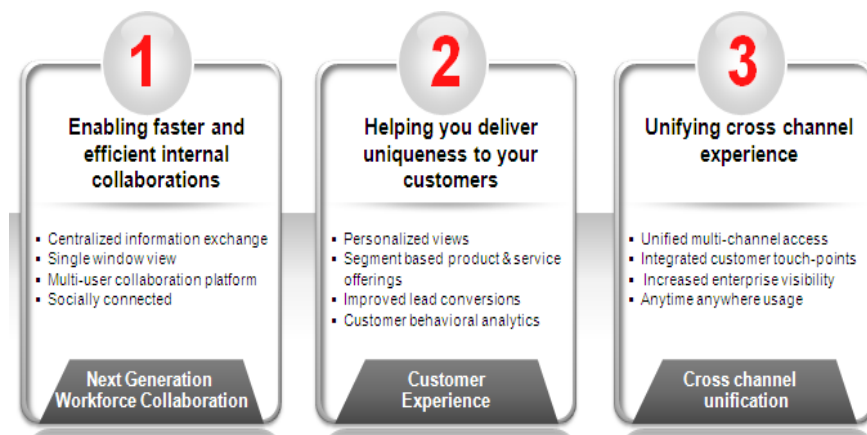


Figure 2. Consulting Services in Access Channel Offerings by Oracle Financial Services PrimeSourcing

The Oracle Financial Services PrimeSourcing Access Channels offering is built around providing customers with –

- **Strategy and Solution Recommendations** to build an integrated multi-channel platform by engaging them in discovery workshops for AS-IS and TO-BE state, participating in exercises involving architecture reviews, planning and defining high level requirement with strategy roadmaps and solution recommendations.
- **Implementation of Solutions** to assist financial organizations in realizing their multi-channel vision by leveraging leading technology components and deep domain expertise spanning across Retail Banking, Corporate Banking and Capital Markets embracing industry best practices.

Based on the extensive experience of delivering programs on unified access channels, Oracle Financial Services PrimeSourcing can aid in the accelerated implementation of solutions with

- Well defined integration approach for delivery on multiple channels
- Channel agnostic Retail, Corporate and Investment Banking Reference Architectures
- Solutions embracing Service Oriented Architecture (SOA) principles
- Well defined web and mobile portal development methodologies

Employee Engagement and Collaboration Solutions

Providing a comprehensive solution for enterprise users to collaborate and communicate

- An easy to use solution encompassing collaboration and social networking tools to encourage interaction, transparency and improve business productivity
- A solution with integrated workflow capabilities to providing a seamless experience across integrated applications empowering users by expediting complex processes
- Ability to manage documents and consume the content from a common platform across multiple channels improving employee productivity as they have access to updated content at all time

Web Experience Management

Providing an engaging and intuitive Customer eXperience & eXecution platform on the access channels

- A solution which provides a compelling online experience to customers over the web and mobile platforms
- A Solution that is web 2.0 enabled, multilingual, and social to engage customers online providing an experience that is seamless, personalized and centered on earning customers loyalty
- A web experience that can be managed by the business with assisted and unassisted services to deliver to target customer segments with campaigns, cross sell and up sell services and provide contextual results based on customers online behavior in turn optimizing the user's experience on his access channels

Enterprise Business Portals

Providing an enterprise wide Unified multi-channel Banking experience

- An Enterprise wide channel platform providing an integrated experience to stake holders be it customers, employees or partners
- An unified platform enabling end to end banking services such as trade, cash, treasury and other existing instruments on a single platform with intuitive user interfaces, consolidated portfolio views, integrated analytics, personalized and customizable dashboards and pre-integrated workflow capabilities
- A solution capable of decoupling the optimization of front end process from technical and architectural complexities of existing investments

Platform for a Unified view for On Demand Reporting

- A client reporting solution to provide on demand online self service information & reporting capabilities, advice from relationship managers on investments and customer service options on unified multi-channel platform bringing greater visibility and transparency

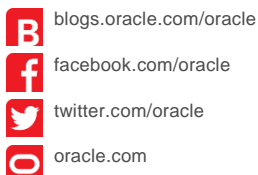
- Interactive Dashboards to access investment performance, account summary & transactions, audited, financial statements and monthly institutional fund holdings
- Role based dashboard views for investors, fund managers, administrators allowing them quick access to graphical analytics and views that help them in decision making pertinent to their role
- Provide alerts based on business events and trigger workflows to manage business processes and operations efficiently
- Deliver highly formatted and customized reports via multiple channels with Enterprise reporting solution which makes reporting business friendly with reporting templates and documents



CONTACT US

For more information about Oracle Financial Services PrimeSourcing, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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