

Oracle FLEXCUBE Onboarding

Oracle FLEXCUBE Onboarding is a comprehensive retail banking engagement solution that helps banks deliver streamlined and frictionless onboarding and originations for customers, accounts, deposits and loans.



INTRODUCTION

The onboarding process which is the beginning of a customer's journey with a bank or a banking product is critical to building a lasting relationship between the customer and the bank.

More than ever before, customers today expect a seamless and engaging onboarding experience which:

- Is simple and intuitive to navigate
- Is contextual and seamless across different channels
- Does not require them to provide the same information or documents at different stages
- Provides them with personalized advice and guidance on the bank and or specific product features and fees
- Is transparent with real time updates on the process
- Is efficient and completed on time

Digitalization in banking has enabled banks to augment onboarding processes where digital self-service channels are increasingly used to facilitate convenient onboarding. Customers can initiate and complete certain stages of the process remotely. Face to face interaction with bankers however remains a valued component of the onboarding process for customers as they seek advice on becoming a customer of the bank or on specific banking products like accounts or loans.

It is therefore imperative for banks to invest in upgrading onboarding capabilities that can reimagine the assisted onboarding experience by simplifying processes and augmenting engagement that underlines the customer and banker relationship.

ORACLE FLEXCUBE ONBOARDING

Oracle FLEXCUBE Onboarding empowers bankers with enhanced capabilities and insights to place the customer at the center of the onboarding experience. The solution helps drive streamlined and frictionless onboarding and originations for retail customers, accounts, deposits and loans. Designed for the cloud and on-prem, the solution enables banks to deliver consistent and seamless cross-channel origination experiences to customers.

Built on a micro-services architecture, the solution supports an integrated origination process across assisted and self-service channels. Oracle FLEXCUBE Onboarding offers several enhanced capabilities such as :

- Product catalogues
- Origination of multiple products
- Improved data capture & flows
- Better decisioning & tracking
- Enhanced customer views
- Intuitive UI
- Better workflow & task management
- Persona based dashboards and widgets

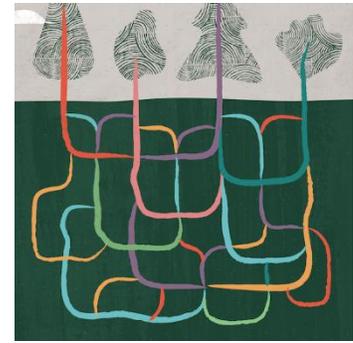
Dynamic product catalogues: The solution offers dynamic product catalogues that are intuitively grouped. Deep dives into underlying product information help bankers drive more effective conversations with customers and improve overall engagement. The solution offers easy management of product catalogues as well as the content management of underlying products which enable banks to efficiently manage and effectively share information on their product portfolio.

Multiproduct originations: Bankers can originate multiple products at the same time for a customer. The solution's simplified and flexible workflows and intuitive shopping based experience helps a banker offer customized product bundles to customers efficiently.

Optimized Data Capture & Flows: The solution optimizes information capture that significantly reduces the need to capture the same data repeatedly, ensuring a more streamlined and easy experience for both the banker and the customer. Information that is captured is also categorized into logical groups for easier management. Context based compliance checks can also be done.

Intelligent Decisioning & Tracking: The solution can speed up decision making for bankers with definable qualitative scoring and integrated quantitative scoring capabilities. Inbuilt automated scoring helps speed up decision making for products. The real-time status of an application can also be tracked enabling better transparency during the onboarding process.

Customer 360: Comprehensive 360 degree views of a customer coupled with enhanced capabilities such as house hold relationships and balances equip bankers with the relevant insights and context to provide significantly more personalized engagement to customers.



Key Features

- *Dynamic product catalogues*
- *Support for multi-product originations*
- *Streamlined and optimized data capture and flows*
- *Intelligent decisioning and real-time tracking*
- *Enhanced customer 360 degree views*
- *Intuitive UI*
- *Flexible workflows and efficient task management*
- *Persona based dashboards and widgets*

Intuitive UI: Rich screens, drill down views, easy task/action management, intuitive widgets and navigation help bankers do more easily and efficiently, thereby enabling deeper and personalized customer engagement.

Flexible Workflows & Efficient Task Management: The solution offers highly configurable workflows based on user friendly building blocks that enable banks to create and optimize onboarding processes with ease. Efficient task/approval management for individuals and teams enable streamlined onboarding operations.

Persona Based Dashboards & Widgets: The solution provides configurable widgets and dashboards based on different banker personas. The widgets provide deep drill downs and actionable views to bankers that drive better efficiency and productivity.

Oracle FLEXCUBE Onboarding helps banks offer a streamlined and frictionless onboarding experience and delivers value to both the customers and the banker/bank.

From a customer's perspective, the solution helps a bank offer:

- A quick and seamless onboarding process
- Relevant and contextual products and offers
- Real-time application tracking in a transparent manner
- Better advice and guidance from bankers

The solution also empowers the banker with:

- A digital banker experience
- Streamlined processes
- Intelligent automation
- Deep customer insights
- Better cross and up-sell opportunities

Oracle FLEXCUBE Onboarding empowers a banker with the right capabilities and insights to deliver a streamlined and engaging onboarding experience that puts the customer at the center.

Empowered bankers and happy customers combine to set the stage for a lasting relationship between customer and bank, right from the first moment of truth.



Key Business Benefits:

- *A quick and seamless onboarding process*
- *Relevant and contextual products and offers for the customer*
- *Real-time application tracking in a transparent manner*
- *Better advice and guidance for customers*
- *Streamlined processes and intelligent automation for the banker*
- *Deep customer insights*
- *Better cross and up-sell opportunities*

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