



## Centralized Know Your Customer (KYC) Solution

### Create smarter, more efficient Field Force

Empower field agents with advanced tools to capture, exchange and process information on the fly.

### Deliver world class customer experience

Provide enhanced customer services and real-time, personalized communications to increase delighted customers.

### Transform operations for better productivity

Reduce cycle times and cut down the operational costs to create more productive and swifter processes.



Account Opening is critical for Financial Institutions (FIs) as it is the first Moment of Truth for a customer. FIs can forge a long term relationship with the customer by having a smooth and trouble free Account Opening process. The Account Opening process is guided by a number of regulations and KYC norm (Know Your Client) has now become a mandatory part of the process. On one hand KYC helps FIs in minimizing business risk by identifying fraudulent and criminal activities, and on the other hand it helps in understanding the customer better, presenting cross sell and up-sell opportunities. Satisfied customers eventually bring new business to the financial institution. KYC compliance is met using diverse rules for ensuring penalty avoidance while enhancing efficiency

## Here are some of the key processes that can be transformed using Tab Banking Solution:

### Lead Management

Field force is a bank's first point of contact with the customer and can often be the difference between success and failure. Yet, for many organizations it is the point where most of their enterprise systems and productivity tools stop making an impact. Tab Banking solution enables dynamic lead management capabilities for the field agents while they are on the move. Key processes such as prospect management, need gap analysis, real-time application processing, gaining product intelligence becomes easy and swift with Tab Banking solution.

### Customer On-boarding

The On-boarding experience is critical for harboring a deep level of engagement with the customers. Smooth on-boarding can go a long way in creating strong customer loyalties and generate numerous cross/up selling opportunities for banks. Tab Banking solution is a flexible and reliable system that empowers field agents to initiate on-boarding 'on the fly'. Field agents capture customer information on their mobile devices and initiate the eKYC process to validate it. They can then upload it to the core banking system and track the application status on a real-time basis. Processes like account opening, loan origination (retail and commercial), credit cards issuance etc. can be easily managed through this application

### Collections

Tab Banking solution helps reduce the cycle time and bring greater transparency to the collections process. It enables collections agents to fetch the delinquency list along with complete customer details (account number, due amount, due date etc.) on their mobile phones. This helps them approach the customer in an informed manner. They can also update the system on a real-time basis with the payment updates that will trigger an immediate action from the central office. A robust mobile enabled collections process brings down the time lag between payment collection and its entry into the system considerably, enabling banks to better plan their finances. It ensures compliance with legislative mandates/state laws through seamless customer communication and expedited account reconciliations. Real-time MIS reports generated on mobile platform allows comprehensive audit trails, eliminating the chances of fraud of any manner

## Account Opening and KYC Solution

Account Opening and centralized KYC solution enables FIs to automate the entire Account Opening process. It helps in meeting not only the regulatory compliances but also in leveraging the information received through KYC. Central KYC Registry is a centralized repository of KYC records of customers in the financial sector with uniform KYC norms which helps the FIs to conduct KYC due diligence electronically using KYC identifier. It helps the FIs in reducing burden of collecting KYC documents & verifying the same when the customer creates a new relationship or existing customer avails a new product/service from a financial institution.

### Business Requirement / Challenges

- Reduce Account Opening Processing Time which is dependent on information received through physical movement of documents
- Reduce duplicity of collecting KYC documents while extending relationship with bank
- Scanning KYC documents of new customers & sending it to centralized KYC repository for storage
- Communicating KYC identifier to customers after getting it from centralized KYC Registry
- Performing electronic KYC compliance via centralized KYC repository using KYC identifier
- Removing manual interactions like de-dupe checking and customer verification which involves cumbersome process of cross-validating data from various disparate systems
- Tracking and Managing the complex process of Audit and Compliance
- Faster customer communication and query handling
- Enhancing productivity and reducing operational costs
- Inability to take fast and informed decisions due to lack of visibility and reporting in real time
- Maintenance of physical documents throughout the organizations containing thousands of branches and tens of thousands of employees

### Our Solution

- BPM suite with underlying scanning system for scanning KYC documents
- Document management system for storing scanned documents for timely transfer of data to Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI)
- Financial Institutions can fetch KYC data of customer from CERSAI using customer KYC identifier and store in FI database via integration
- Distributed scanning and data capturing solution for faster KYC process
- Complete imaging solution for automatic data capture and verification
- Business Rule Management System (BRMS) to streamline workflow across departments and branches
- Complete integration with the bank's Core Banking system
- 360 degree Business Activity Monitoring for holistic view of business

## Benefits

- Seamless integration with multiple applications to leverage past IT investment
- Secured connectivity by validating digital signature of Financial Institution while connecting with centralized KYC registry
- Integration with CERSAI database for capturing customer information & storing electronic copy of customer's proof of identity & proof of address
- Reduced Turnaround Time for KYC due diligence process by doing bulk upload of data to centralized KYC repository and getting KYC check done for multiple customers
- Facility to update KYC records already verified records & store KYC form
- Facility to upload an individual's cropped photo & signature as per regulatory prescribed dimensions & format on centralized KYC registry
- Higher customer satisfaction by improved Turn Around Time and better service
- Higher risk tolerance level and de-risking of business processes
- Anytime anywhere access of documents
- Lower operational cost and higher Total Cost of Ownership (TCO)
- Highly scalable solution ensures rapid ramping-up of bank's operations
- Quicker informed business decision
- Easy customer interaction via automatic mail and SMS
- Effective up-selling and cross selling of new products and services

---

## About PTR

A Business Process Automation Authority Agency that covers every aspect of business function from Tasks to Activities to Action. It is an Idea that is put into fast track, derived out of simple Common Things and Sense. We survive on Logic and the Laws that govern it.

Headquartered in New Delhi, PTR caters to Australia and India in the APAC to Middle East and Americas in the far West.

Started its functions as a BPM and CRM Consulting and an Outsourcing firm, PTR has grown in to a core Knowledge Centre for Business Solutions. From Automation, Process Engineering to CRM and Support, our Flagship Model creates a beautiful Symphony that integrates each activity and is a joy to watch Man and Machine work in complete Harmony.

---

Write to us at [hello@peopletechnology.in](mailto:hello@peopletechnology.in)

[www.peopletechnology.in](http://www.peopletechnology.in)