



# Modernize Your Banking Operations

Create Enterprise Apps Fast to Optimize Processes, Products and Services

## Provide superior customer experiences

Good customer service is the most highly valued attribute at banks according to a survey by Forrester Research of more than 110,000 consumers. Yet many are often left disappointed by mediocre experiences. Banks can enhance the customer journey by connection information from back-end legacy systems and collaborating the front- end systems in a cohesive manner to deliver valuable interactions at every customer touchpoint.

**81%**

of companies compete mostly or completely on the basis of CX.

**Gartner**

## Boost efficiency by modernizing the back office

Many banks rely on legacy IT systems that are expensive to maintain, present challenges with software integrations and require intense work to upgrade, leaving them behind in the digital transformation race. A low-code automation platform simplifies complex processes, which combined with ease of integration and cloud deployment enables agile process development, so you can enable faster innovation that maximizes productivity.

**40%**

of bank spending on digital transformation will be in operations.

**Accenture**

## Mitigate risk and prevent fraudulent activity

As banks acquire new technologies and applications, silos between systems expose vulnerabilities opportune for faults and crime. Bizagi connects disparate systems and provides clear documentation of processes that identify all material aggregate risks. Automated tasks can ensure compliance, eliminate the risk of human error and deter fraudulent activity.

**Over 50%**

of banks recover less than a quarter of fraud losses; demonstrating that fraud prevention is key.

**KPMG**



## **Bizagi is enabling banks across the globe to accelerate modernization initiatives.**

Today's leaders in IT and Operations need new ways to quickly build applications that augment and automate tasks and customer journeys. Through these efforts organizations are not only boosting operational excellence, but also increasing revenue and reducing costs. Bizagi has experience helping banks worldwide in many areas including:



### **Faster Loan Origination & Onboarding**

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Set up new customers and accelerate loan services while efficiently managing KYC requirements.



### **Real-Time Credit Processing**

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Modernize risk analysis, decisions and approvals to process applications faster and reduce time to revenue.



### **Responsive Customer Engagement**

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Connect disparate systems to gain 360° customer insights and deliver superior service that wins and retains clients.



### **Efficient Back Office Operations**

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Automate payments, transfers, approvals, exceptions and much more to ensure digital efficiency in the back office.



### **Better Compliance & Fraud Prevention**

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Protect revenue and reputation by connecting systems and identifying threats before they impact your business.



### **Innovative Products & Services**

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Bring new products and services to market faster to remain competitive or gain first mover advantage.

# Bizagi Automation in Action

## Citizens Bank®

The American bank automated its credit card fraud and non-fraud claims process to pay customers the next business day, **21x** faster than before. Customer onboarding was also accelerated by **85%** using process automation.

## OLDMUTUAL

The leading South-African financial services group made bank branch queues **9x** shorter and sees **15%** NPS increase with process automation. Point of conflict resolution was improved by **30%** thanks to integrated systems view.



This Malaysia-based credit provider used digital process automation to approve credit release decision in **30** minutes, capturing new customer information in 5 minutes and issuing ready-to-use credit cards in-branch.

## VKB | BANK

An Austrian bank accelerated critical loan payment deferrals for those struggling during the COVID pandemic in just **3** weeks. It now takes just 5 minutes to process a payment deferral, **90%** faster than before.



The largest agricultural lender in US replaced legacy processes to analyze **97%** of loans in shorter timescales, with the average loan case closed in 12 days, **60%** faster than expected.

## Bancolombia

The largest commercial bank in Colombia automated processes across 639 branches to provide a superior customer experience. This freed over **515,000** hours per year in branch and increased efficiency of service time by **59%**.

## About Bizagi

Bizagi's industry-leading platform for low-code process automation connects people, applications, robots, and information. As the most business-friendly and flexible solution on the market, Bizagi's cloud-native platform enables true collaboration between business and IT, delivering faster adoption and success. Fueled by a community of millions of users, Bizagi powers over 400 enterprises worldwide including Adidas, Unilever, DHL, and Bancolombia.

For more information visit [www.bizagi.com](http://www.bizagi.com)

