

PEGA ONBOARDING FOR COMMERCIAL, CORPORATE & WHOLESALE BANKING

Increase Client Experience, Speed Time-To-Transact,
and Automate Compliance

A PEGA FINANCIAL SERVICES DATASHEET

Simplify Your Complex Onboarding Processes

Pega offers the industry's most agile onboarding and KYC platform for streamlining new business and account maintenance operations. With Pega, major banks around the world have achieved new levels of profitability, productivity and proactive responsiveness to market opportunities and changing regulations.

Pega Onboarding for Commercial, Corporate and Wholesale Banking can transform account opening, KYC/FATCA, credit, origination and onboarding, enabling banks to deliver outstanding client experiences while closing new business far more efficiently. Our solution provides easily configured, pre-built new business components and thousands of pre-loaded KYC rules based on industry best practices.

- **Optimize the client experience**
Ensure each onboarding interaction is an efficient, client-centric experience using intelligent processes to dynamically guide users through each step.
- **Efficiently scale onboarding operations**
Simplify operations using end-to-end work automation and easy legacy system integration that eliminate error-prone manual work and scale globally with straightthrough processing from the sales interaction to back-office fulfillment.
- **Increase compliance**
Automatically apply due diligence procedures with thousands of fully integrated KYC requirements that dynamically specialize the onboarding process in real time to account for specific regulations and any other business-defined criteria.
- **Maximize business agility**
Pega's Build for Change® technology empowers business users to create and modify rules and processes without any coding, for immediate response to new opportunities and changing regulations.

CHALLENGE

Delivering fast, compliant, client-focused onboarding and client due diligence across multiple channels, segments, and products can be a challenge with isolated systems and inefficient procedures.

These fragmented processes translate into high operational costs, client dissatisfaction, missed cross-sell/up-sell opportunities and redundant due diligence.

SOLUTION

Pega Onboarding delivers a unified platform for automating and optimizing entity and party onboarding and maintenance, regulatory KYC and due diligence reporting, credit risk orchestration, and fulfillment for accounts, products and user mandates.

Our solution provides pre-built, bestpractice processes that enable exceptional client onboarding, dramatically cut processing time, improve cross-sell and facilitate rapid response to change.

Enhance the Customer Experience

- Pre-defined processes reduce data capture time by automatically generating and pre-populating application forms based on product features and components.
- Dynamic rules based on the applicant profile automatically determine product eligibility and recommendations.
- End-to-end case lifecycle management command and control manages all account opening tasks for comprehensive visibility, tracking and process consistency across channels.
- Omni-channel user experience seamlessly transitions activities across any channel and device, including phone, mobile, Web, email, chat and social media.

Maximize Operational Efficiency

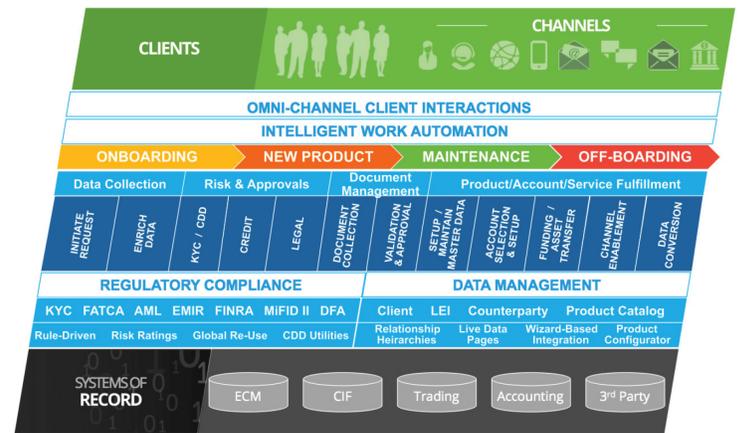
- End-to-end work automation streamlines account and product setup, document and contract management, correspondence generation and user provisioning across every channel.
- In-depth dashboards and reporting provide visibility into all account opening tasks and activities.
- Process components automate parallel or sequential task execution, enforce escalation and facilitate automated approvals, denials and reviews.
- Intelligent rules ensure suitability of an applicant once for multiple products and manage multi-product applications as a single request to reduce application time and eliminate redundant data entry.

Automate Compliance

- Our fully integrated KYC/FATCA application automatically applies the appropriate due diligence procedures to each party on an application.
- Situational execution enforces compliance by automatically specializing the process by customer, product, channel, geography, relationship to account, regulation and any other business-defined criteria.
- A complete audit trail tracks user and system-generated activities for tighter control.

Increase Business Agility

- Pre-defined easily configured processes, rules, object and data models, interfaces and other application assets minimize implementation time.
- Our New Product Designer capability for configuring the data and process requirements of new accounts and services makes installation significantly faster, speeding project ROI.
- Our standards-based integration wizards and out-of-box connectors to Salesforce.com®, and Equifax Interconnect® significantly speed integration to key systems, sales applications and industry data.
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- Pega's build-once-and-reuse-everywhere capabilities allow banks to share application assets across products, lines of business, geographies and channels.
- Familiar office tools make it easy for underwriting product managers, actuarial and business analysts to update rules and other underwriting/pricing elements without writing any code for rapid response to new opportunities and changing regulations.



Pega Onboarding enables banks to deliver outstanding client onboarding experiences, while closing new business far more efficiently.