

Pega Client Lifecycle Management

Improve time to revenue and regulatory compliance with intelligent servicing throughout the client lifecycle

A Pega Financial Services Datasheet

Simplify complex onboarding and due diligence processes

Pega offers the only globally scalable, fully unified solution for Client Lifecycle Management (CLM), which allows you to onboard a new client relationship, add new products or services for existing clients, service client and account maintenance requests, or off-board accounts. Pega's integrated CLM solution (Onboarding and KYC through to customer service) has been selected by the world's leading global banks to help them realize faster time to revenue while ensuring compliance with global and local due diligence regulations.

Pega CLM orchestrates and transforms onboarding, KYC due diligence, credit risk, account opening, and account maintenance operations. The solution allows complex financial institutions to deliver outstanding client experiences while achieving new levels of profitability, productivity, and proactive responsiveness to market conditions.

- **Cut through the complexity**
Connect your customer, sales force, relationship manager, and sales support functions to your back office teams and systems seamlessly. Manage complex dependencies and provide visibility and control from front-to-back throughout the client lifecycle.
- **Accelerate time to revenue**
Maximize efficiency by eliminating duplicate data requirements and managing processes in parallel—due diligence, credit, tax, legal, approvals, product, and service fulfillment.
- **Rapidly respond to change and ensure compliance**
Pega's KYC application, as part of Pega CLM, automatically enforces common best practices and regulations while dynamically supporting regulations and policies by geography, line of business, booking entity, and product-specific legislation such as KYC, FATCA, AML, Dodd-Frank, EMIR, MiFID II, and CRS. With Pega's KYC rule maintenance you can update and maintain your rules automatically.

Challenge

Fragmented manual processes, layers of ever-changing regulations, and lack of global orchestration can result in long onboarding times, slow time to revenue, complex due diligence rule management, high operational costs, dissatisfied customers, a lack of visibility, and non-compliance.

Solution

Pega CLM delivers a unified platform for automating and optimizing entity and underlying party onboarding and maintenance, regulatory KYC and due diligence compliance and reporting, credit risk orchestration, and fulfillment for accounts, products, and client mandates. Our solution provides pre-built, best practice processes that enable exceptional global onboarding experiences from front to back office, dramatically cut time to revenue and facilitate rapid response to market and regulatory change.

Enhance the client experience

- Omni-channel user experience seamlessly transitions across any channel and device, including phone, mobile, Web, email, chat, and co-browse.
- End-to-end case lifecycle management controls all tasks for comprehensive visibility, tracking, and status reporting—anytime, anywhere.

Accelerate onboarding and time to revenue

- Reduce onboarding time by up to 70% with a fully unified solution for multi-jurisdictional onboarding.
- Streamline and automate end-to-end processes from sales handoff to fulfillment.

Streamline KYC and ensure re-use

- Maintain a global master view of client entities and underlying parties (UBOs, majority shareholders, etc.) across all lines of business, products, accounts, geographies, and complex direct/indirect and parent/child relationships.
- Specialize dynamic rules by country, line of business and product to meet complex AML/CTF, tax, suitability, and OTC derivative regulations, among others.
- Automate KYC refresh and “look-backs.”

Maximize operational efficiency with global scale

- Data captured during initiation and enrichment (e.g., booking entities, geographies, and products) drives auto case creation, routing, and task dependencies.

- Automated SLAs and escalation help prioritize and route due diligence and fulfillment tasks, ensuring timely and accurate completion across multiple users.
- Ensure re-use of documents, data, and completed due diligence.
- Be assured that a global solution can be implemented across all geographies, lines of business, and products with the ability to extend as your business changes.

Reduce time to implementation

- Proven methodology for global implementations ensures fast return on investment with a risk-based approach. Implement in parallel streams using iterative short cycles by directly capturing objectives.
- Streamline integration to multiple KYC utilities and leverage out-of-the-box connectors to World-Check, Clariant, Avox, Markit, etc.

Rapidly adapt to changing markets and regulations

- Pega works with a global team of lawyers, ex-regulators, and policy makers (with experience working directly with all major regulators) to develop and maintain Pega’s out of the box regulatory rules.
- Directly apply Quarterly Regulatory Rule Updates in minutes using a simple import wizard.
- Easily configure changes to manage your firm’s unique risks using the Pega KYC Rule Management Portal to easily adapt to regulatory or policy changes.

