



BANKING AUTOMATION SOLUTIONS ON SERVICENOW

Transform Core Operational Processes and Customer Service Management

Meeting and Exceeding Expectations with Seamless Experiences

Banking customers expect seamless customer service and fierce protection of their data. But, having separate departments, siloed content and point solutions can make it challenging to deliver integrated, automated, anytime-anywhere service for customers and employees. Meanwhile, people-intensive processes drive operating costs ever higher. What's needed are self-service tools that empower clients to take a more active role in their financial journey alongside end-to-end business processes that originate in the front office and automatically engage all necessary stakeholders. Integrated workflows should orchestrate the right actions to the right people across the front, middle and back offices and deliver the data needed to get the right actions done. Leveraging a single platform to do this provides the ability to proactively monitor and address cases that pose a risk of customer dissatisfaction - or any other risk.



The Platform of Platforms

Insight 2 Value delivers solutions built on the ServiceNow platform, which acts as a unifying tool, bringing together your existing software investments, departments and business functions into a single, integrated system.

Retail Customer Service Excellence

Automate middle and back-office processes, including account services, bank lending, common issue resolution, complaint management, and billing and account issues. Create a digital customer service experience powered by Generative AI with end-to-end visibility that supports service agents and advisors to cater to customers' needs better, driving increased satisfaction and retention.

Commercial Customer Service Excellence

Free service agents and advisors to make the right decisions and act faster for clients by automating middle and back-office processes and common service requests. Enable customers to self-service common problems and account changes.

Connected Branch

Transform branches to deliver personalised advice and convenient services at a lower cost. With ServiceNow, connect branches and workers with the rest of the bank to ensure systems, facilities, and infrastructure operate whenever and wherever customers need them and guarantee services are delivered consistently across all bank channels.

Employee Lifecycle & Compliance Management

Create a streamlined employee experience. Remove paper-based, manual processes through a single system of engagement for requests, events and compliance. Benefit from real-time compliance visibility and alerts through continuous monitoring leveraging platform data and reporting modules.

Operational Resilience

Embed governance, risk and compliance intuitively across workflows, monitor risk in all firm functions, and create real-time reports, alerts and risk-mitigating activities. ServiceNow can map business services to underlying IT, people, facilities and 3rd-party vendors to absorb and adapt to shocks. ServiceNow can automate the response to breaches based on business impact, keep up with regulations, manage change effectively and reduce compliance costs.

**Learn More: www.insight2value.co.uk
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