

Solution spotlight | Digital onboarding

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Digital is transforming how we work as well as how we live. Client-facing organisations – such as banks and other financial institutions – are having to deal with two very different challenges simultaneously – strengthening real-time collaboration between employees across geographies, time-zones and working models while remaining engaged with customers, partners and vendors. One way of dealing with those complicated challenges has been to invest in digital onboarding and authentication tools – which may introduce significant new risks.

Digital onboarding solutions are designed to address digitisation and workflow automation, seamlessly integrating with existing systems while establishing audit trails that meet regulatory requirements. A range of secure, authenticated interfaces have been designed to automate workflow processes and digitally onboard customers for financial institutions, including:

- Opening accounts
- Onboarding retail/consumer customers
- Managing contracts
- Applying for debit/credit cards and loans
- Arranging insurance
- Onboarding vendors
- Implementing e-invoicing solutions

Regulators are keen to ensure that digital onboarding solutions comply with leading practice and do not expose critical infrastructure to unnecessary risk. We use our proprietary risk-based independent review approach to:

- Understand objectives and the scope of services to be reviewed
- List inherent risks (across people, process and technology)
- Analyse risk natures, characteristics and significance

- Identify existing and planned risk controls
- Develop risk mitigation plans (as required)
- Document outcomes

Our methodology:



Contact us for more information on how our IT risk and security team can make the integration of new digital onboarding and authentication tools and processes as seamless as possible.

Contact us:



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