

# Solution spotlight

## Digital onboarding and authentication

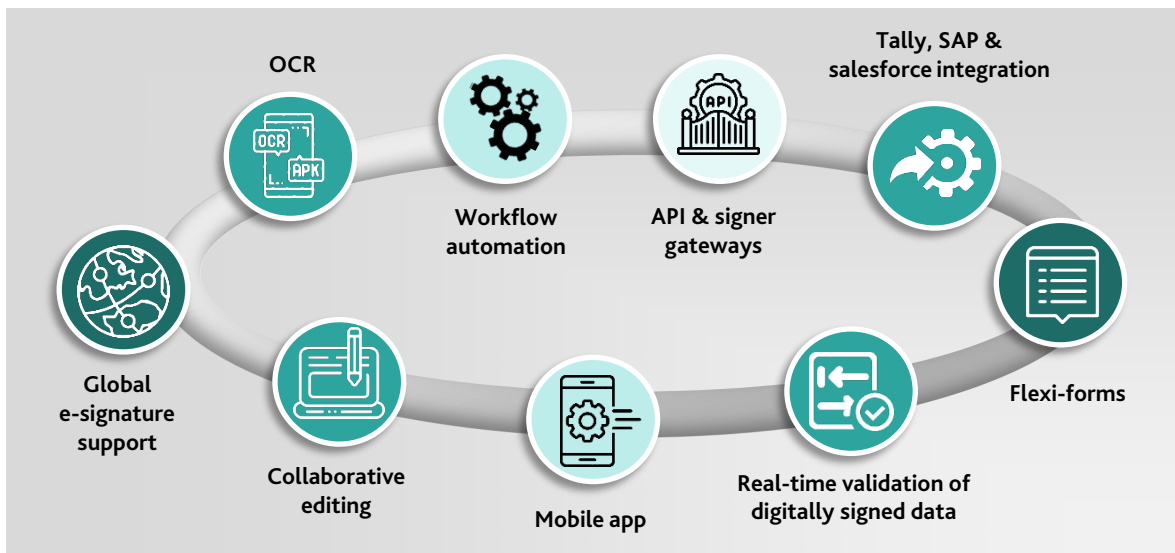


Economic changes driven by COVID-19 have accelerated the digital transformation of client-facing organisation as they strive to remain engaged with customers, partners and vendors while simultaneously strengthening real-time collaboration among employees.

With access to physical locations restricted, organisations in consumer-facing industries such as banking, insurance and telecoms which require secure, authenticated customer interfaces are investing in solutions to digitally onboard customers and automate workflow processes, ensuring business continuity and minimising processing times. Flexible digital onboarding solutions help address digitisation and workflow automation needs, emphasising seamless integration with existing systems and digital authentication while establishing audit trails helping to prevent forgery.

The combination of our subject matter experts and our preferred automation solution support the digital transformation of a range of processes including:

- Account openings
- Customer onboarding – retail and consumer
- Contract management
- Debit and credit card applications
- Loans
- Digital insurance
- Vendor onboarding
- e-Invoicing



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Designed to be user-friendly, flexible, scalable, secure and easy to deploy, our preferred digital solution has been successfully implemented with leading organisations globally.

Enhance with additional features such as multi-language support, collaborative editing and optical character recognition, our operational solution is easily scalable.

Digital transformation requires a fundamental re-think of a range of critical operations. Contact our market-leading IT consulting team for more information on our services.