Appian For Financial Services: Institutional Onboarding

ACCELERATE TIME TO VALUE
Onboarding can be slowed by lack of process orchestration, poor visibility, and an inability to adapt to quickly changing business strategies and regulations. This can significantly hinder a financial institution’s ability to provide excellent customer experience and negatively impact business growth. Packaged solutions and manual processes reliant upon spreadsheets and email are too brittle and slow to respond to this dynamic environment. Appian’s flexible solution takes these risks out of onboarding. Our low-code automation platform reduces the reliance on manual processes and point solutions, drastically increasing speed to market and providing business users with unprecedented visibility, control and process metrics for continuous improvement of the customer’s onboarding journey.

ACTIONABLE VISIBILITY AND CONTROL
For financial services firms, onboarding institutional customers can be slow, opaque, complex, and risky, taking as long as 34 weeks. Audit processes can add to the complexity, causing significant disruption to internal operations.

Financial institutions focused on capital markets, global transaction, treasury, wealth, and wholesale banking risk sustaining significant losses while stuck in this holding pattern of inefficiency. To combat these delays, onboarding teams need more visibility, efficiency, and cross departmental coordination. Informed process improvement will then enable them to measure success and make necessary changes, by analyzing completion metrics.

SPEED, SIMPLICITY AND SAVINGS IN ACTION

**STATE STREET GLOBAL ADVISORS**
With Appian, State Street improved onboarding time by 19% in 1 year, realized a 30% improvement in operational efficiency and reduced losses due to errors by 50%.

**Addiko Bank**
With Appian, Addiko Bank simplified and digitized their loan process into 3 steps, reduced business lending approval time to 3 working days, and cut customer wait time by 57%.
Institutional Onboarding

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world’s largest financial institutions use Appian solutions to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com/finserv

Full transparency for a single view of the customer
- Combine disparate data from legacy processes, systems and checklists into a singular platform to manage complex cases.
- With the power of low-code automation, you can quickly react to internal and external forces such as acquisitions, changing regulations, cost pressures, and increasingly complex vehicles.
- Integrate with Salesforce and other pre-defined industry utilities such as OFAC check.
- De-risk your deployment, whether in the cloud or on premise, with the security, scalability, and reliability your customers demand.

Document understanding for fewer errors
- Manage and track document accuracy from document assembly to data extraction, using Appian’s built-in document intelligence.
- Rapidly respond with flexible configuration that adapts to your onboarding style and processes.
- Fast-track onboarding with integrations that fit your unique workflows and environment.

REDUCED TOTAL COST OF OWNERSHIP
We believe our customers deserve a simplified buying experience, with predictable pricing and defined delivery timelines. We provide dedicated ongoing support to ensure that you can quickly prove value and build on your success. It’s our commitment that you will realize incredible productivity and impact with Appian.

Realize the benefits of Appian to transform Institutional Onboarding.
Learn more at: appian.com/institutional-onboarding

Appian

SIMPLIFY, ACCELERATE AND MODERNIZE ONBOARDING
Built on the Appian low-code automation platform, Institutional Onboarding offers adaptability, extensibility, and speed-to-market. Financial institutions can fast-track onboarding with predefined components that can be configured to their own unique and often complex environment. The Appian Institutional Onboarding Solution leverages systems and data in place and provides complete visibility into the process, allowing users to take relevant action and streamlining the processes by allowing onboarding teams to understand the state of onboarding at every step. Process metrics allow teams to evaluate where issues may be arising, and make changes where appropriate.

APPIAN INSTITUTIONAL ONBOARDING PROVIDES
Business control and visibility of processes
- Identify process improvements with actionable process metrics.
- Automate key processes that can change as needs change, with complete control over rules administration.
- Templatize onboards based on customer profile, product type, and domicile.
- Create complex decision logic and automate processes with Appian’s business rules engine.
- Easily identify common procedures and orchestrate interactions across stakeholder groups with dynamic case management.

Leaders in Financial Services Trust Appian

S&P Global  Bendigo Bank  OCC  HARBOURVEST  Santander