Optimizing technology and processes for a connected business
DXC Digital Transformation Solutions for Banking

Benefits

- Create a frictionless customer experience across channels

- Enable digital capabilities driving enhanced customer engagement

- Achieve faster deployments and lower cost of operation

- Maximize your resources to focus on strategic objectives

- Innovate with a scalable platform that enables quicker time to market

Successful financial services providers recognize that evolving customer expectations are driving the need for digital transformation.

Customers interact across a wide range of channels and they are demanding a more relevant, personalized experience that is connected and consistent across all touchpoints. DXC Digital Transformation Solutions for Banking are designed to help modernize your technology framework and create a scalable, cloud-based environment that enables continuous innovation, keeping your customers front and center.

Digital technologies help you meet today's challenges by enabling you to:

- Reimagine the customer experience and drive enhanced engagement at every touchpoint

- Build the framework for innovation and differentiation in the market

- Optimize operations through improved processes and reduced costs

- Increase revenues by identifying additional value streams

- Become more agile to quickly adapt to market changes

Accelerating your business

Built on Microsoft Dynamics 365 for Customer Engagement, DXC Digital Transformation Solutions for Banking helps organizations drive more business by creating unified operations – connecting your customers in the way they want to be connected with:

- Actionable customer insight driven by a single customer view

- Digital onboarding

- Intelligent contact center / customer service capabilities

- On premises to Cloud migrations

Complete view of your customers

DXC Single Customer View is built on Microsoft Dynamics 365 for Customer Engagement and is specifically configured to accommodate the needs of a financial services advisor or a relationship banker. DXC Single Customer View offers quick and easy access to each customer's products and services, channel interactions, household, employer, demographic information, preferences and behaviors, giving a comprehensive view of the customer's history to identify and anticipate potential need for specific offerings. The user interface is customizable to best represent the needs of the associate to easily prepare for a conversation with a customer using one screen.

Faster, more efficient onboarding

Driven by workflow capabilities within Microsoft Dynamics 365 for Customer Engagement, we offer functionality to onboard a customer digitally with straight through processing. Step-by-step workflows standardize the process to ensure consistent procedures that maximize product offerings and minimize the need for manual input to avoid duplication and errors. Onboarding products from checking accounts to

complex mortgages, integrating into core banking systems and systems of record to make a frictionless experience for the customer and the associate.

Intelligent customer service to drive better engagement

DXC Contact Center for Financial Services delivers intelligent customer capabilities driven by artificial intelligence, virtual agent, and intelligent bots. The solution drives a tailored experience needed for the agent during inbound and outbound calls. Inbound calls are supported through scripting, bot technology, integrated screens and user interfaces to help with services requests such as transaction disputes, account maintenance, stop payments and more. Outbound engagement reflecting the use for lead generation by analyzing current customer behaviors, segmentation changes, social media interactions and more.

Flexible cloud deployment options on your terms

Our team of expert consultants work closely with your team to guide you through the entire cloud deployment process – from project initiation and scope development to data migration, user acceptance testing, go-live and beyond.

If you are moving from on-premises to Microsoft Dynamics 365, we offer migration services to streamline the process and help you gain the full benefits of a cloud solution. We can help you reduce IT complexity associated with hardware, software, support, updates, and backups. Moving from on-premises to the cloud enables faster innovation through enhanced integration and access to the latest productivity tools.

Let us help you achieve lower cost of ownership with pay-as-you-go pricing for predictable operating expenses. Our consultants lead you every step of the way to get you up and running quickly while minimizing the impact on your organization.

Key Benefits

- Branch modernization: Modernize your business processes without having to incur the risk and cost of replacing back-office systems.

- Customer engagement: Capture a complete view of your customers to build long-term relationships and provide personalized, relevant experiences across all channels.

- Increased revenue: Innovate and respond to changes in the competitive landscape by rapidly deploying new products and services.

- Optimized operations: Automate workflows, flexibly adjust business processes, and reduce the time to complete transactions and deliver services.

- Lower costs: Replace CAPEX with OPEX and pay only for the services you use.

- Better business intelligence: Use analytics to predict trends, gain customer insights and monitor the performance of operational processes.

Next Steps

Whether your business is growing, expanding into new markets, or replacing outdated systems, DXC Technology provides the business management solutions, industry knowledge and implementation expertise you need to transform your business for continued success.

Speak to us today to learn more about how our integrated solutions can deliver advanced capabilities to manage all aspects of your financial services business at the highest level of customer services.

Why DXC Eclipse

DXC Eclipse, a practice within DXC Technology, helps enterprise and mid-market companies accelerate digital transformation, solve business challenges and deliver intelligent solutions that make a difference for clients, employees and partners. We believe in delivering expertise, project transparency and excellent customer service in every engagement.

With team members in North America, EMEA, Asia and Australia-New Zealand, we are uniquely positioned to deliver Microsoft Dynamics 365, ERP, CRM, business process, analytics and collaboration solutions to clients across the globe. The largest independent Microsoft Dynamics partner in the world, DXC Eclipse serves more than 6,000 clients across multiple industries. Our practice delivers services and solutions that positively impact our world today and into the future.

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Get the insights that matter.
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About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit **dxc.technology**.