

**BEST
STORIES
FOR DIGITAL
IN
FINANCIAL
SERVICES**





Multi-Channel Sales through Simplified User Experience for UK-based Global Retail Bank

- Digitized and simplified customer acquisition process from 20 steps to 4 steps
- Enhanced engagement with online customers and increased cross-selling
- Seamless customer experience across multiple legacy systems



Increased Customer Satisfaction at European Bank using BPM Solution

- Single Customer View across all Channels
- Seamless user experience for bank's customers
- 4% increase in the customer satisfaction in its first year and a 6% increase in subsequent years



Enriched Customer Experience at one of the largest Financial Institutions in North America

- Enhanced customer experience for corporate users integrated with the bank's content management system
- Better features and faster performance
- Enhanced customer satisfaction



Enhanced User Experience at a large Bank in the USA

- Online banking site redesign with enhanced and responsive user interface
- Rich and consistent user experience for customers and employees alike
- High availability solution with significant performance enhancements
- Improved opportunities to grow revenue and tap new customers



Transformed the Customer Servicing & Originations Experience at a major Australian bank

- Customer servicing and originations portal revamped completely
- Very high transaction application with over 5 million hits/day and 6 million customers
- Continuous enhancements provided at optimized cost



Strategy Consulting & Implementation for Enterprise Information Portal at a European Insurance giant

- Improved collaboration between agents and customers
- Enhanced user experience and customer satisfaction
- Reduced the calls to customer care by more than 50%
- Reduced time for migrations from 2 hours to less than 15 minutes

About Infosys Digital

Infosys Digital helps enterprises redefine consumer experiences, renew and amplify their technology core, and ensure unified orchestration and management across the digital ecosystem.

To learn more please visit www.infosys.com/digital

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For more information, contact askus@infosys.com



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