PEGA® ONBOARDING FOR WEALTH MANAGEMENT & BROKERAGE

DELIVER A CLIENT-CENTRIC EXPERIENCE WITH MAXIMUM EFFICIENCY AND COMPLIANCE

FINANCIAL SERVICES

AT A GLANCE

KEY CHALLENGE

Delivering client-focused onboarding while efficiently maintaining multiple accounts can be a challenge with isolated systems and inefficient procedures. These fragmented processes translate into high operational costs, client dissatisfaction, and missed cross-sell/up-sell opportunities.

THE SOLUTION

Pega Onboarding for Wealth Management and Brokerage empowers firms to automate and optimize their new business and account maintenance processes. Leveraging the advanced technology of Pega 7, this solution provides pre-built, best-practice processes that enable exceptional client onboarding experiences, dramatically cut processing time, promote higher revenue, and facilitate rapid response to change.

80% FASTER TIME-TO-REVENUE

The U.K. unit of an international wealth manager trusts Pega to help deliver the ideal client onboarding experience. Pega has reduced time-to-revenue by 80 percent, and supports all international, domestic, and regional account openings. The organization has achieved significant growth in new accounts without hiring new staff.

OPTIMIZE CLIENT ONBOARDING FROM START TO FINISH

Pega Better Business Software® offers the industry's most agile onboarding platform for streamlining new business and account maintenance operations. With Pega, major wealth management and brokerage firms around the world have achieved new levels of profitability, productivity, and proactive response to market opportunities and changing regulations.

Pega Onboarding for Wealth Management and Brokerage can transform account opening, origination and onboarding operations in wealth and brokerage client segments, enabling firms to deliver outstanding customer experiences while closing new business far more efficiently. Providing easily configured, pre-built new business components based on industry best-practices, the Pega solution accelerates implementation of customized and automated onboarding processes across all channels, products, and geographies.

- **Optimize the client experience**
  Deliver an efficient, client-centric experience using intelligent processes to dynamically guide advisors through each step.

- **Efficiently scale onboarding operations**
  Simplify operations using end-to-end work automation and easy legacy system integration that eliminate error-prone manual work and scale efficiently with straight-through processing from front-to-back-office.

- **Increase compliance**
  Automatically apply due diligence procedures with fully integrated KYC requirements that dynamically specialize the onboarding process in real time to account for specific regulations and any other business-defined criteria.

- **Maximize business agility**
  Pega's Build for Change® technology empowers business users to create and modify rules and processes without any coding, for immediate response to new opportunities and changing regulations.

PEGA® ONBOARDING FOR WEALTH MANAGEMENT & BROKERAGE

THE PEGA DIFFERENCE

Enhance the Client Experience

- Pre-defined processes reduce data capture time by automatically generating and pre-populating application forms based on product features and components.

- Dynamic rules based on the applicant profile automatically determine product eligibility and recommendations.

- Predictive analytics and adaptive decision management anticipate needs and recommend the Next-Best-Action or suggest relevant cross-sell/up-sell offers to customers in real time.

- Omni-channel user experience seamlessly transitions activities across any channel and device, including phone, mobile, web, e-mail, chat, and social media.
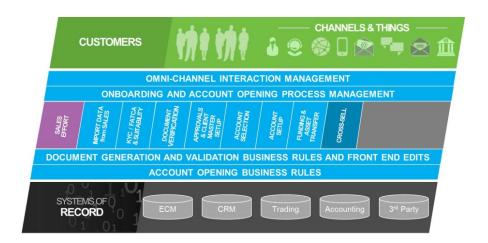
Maximize Onboarding Efficiency

- End-to-end work automation streamlines account and product setup, document and contract management, correspondence generation, and user provisioning across all channels, lines of business, and geographies.

- In-depth dashboards and reporting provide visibility into all account opening tasks and activities.

- Pre-built new business components automate parallel or sequential task execution, enforce escalation, and facilitate automated approvals, denials, and reviews.

- Intelligent processes qualify an applicant once for multiple products and manage multi-product applications as a single request to reduce application time and eliminate redundant data entry.

Automate Compliance

- Fully integrated KYC requirements automatically apply due diligence procedures to each party on an application.

- Situational execution enforces compliance by automatically specializing the process by customer, product, channel, geography, relationship to account, regulation, and any other business-defined criteria.

- A complete audit trail tracks user and system-generated activities for tighter control.

Increase Business Agility

- Pre-defined, easily configured processes, rules, object and data models, interfaces, and other application assets minimize implementation time.

- Pega's build-once-and-reuse-everywhere capabilities allow firms to share application assets across products, lines of business, geographies, and channels.

- Standards-based integration with legacy systems enables quick, seamless data access and use in real time.

- Familiar office tools make it easy for underwriting product managers, actuarial and business analysts to update rules and other underwriting/pricing elements without writing any code for rapid response to new opportunities and changing regulations.

Pega Onboarding for Wealth Management and Brokerage enables firms to deliver outstanding client onboarding experiences while closing new business far more efficiently.