

Intelligent Service Automation: Where quality and innovation meet

What matters: Speed, quality, and informed engagement



of clients would consider switching financial institutions for better servicing*



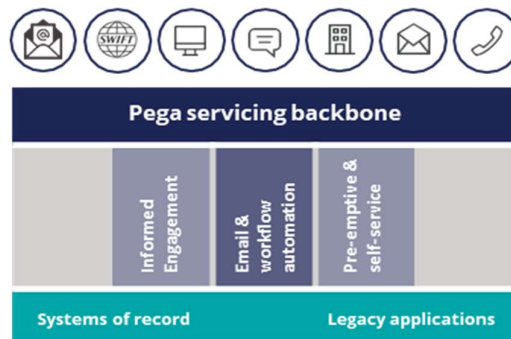
increase in Relationship Manager productivity is realized in commercial banks with these capabilities*

Why it's hard to get it right		
1 Disconnected channels and limited self-service capabilities	2 Disparate systems and inconsistent data across lines of business	3 Workflow friction due to manual interventions
What's needed: A streamlined and simplified service platform		
Excel in end-to-end digital journeys <ul style="list-style-type: none"> Optimize self-service capabilities, enable proactive servicing alerts, and deliver an omni-channel experience with reliable outcomes Provide robust, real-time dashboard views of accounts and transactions tailored to clients, RMs, and CSOs 	Eradicate the front and back office divide <ul style="list-style-type: none"> Orchestrate front-to-back processes and enable seamless, connected handoffs across LOBs, and regions Root out inaccuracies, inconsistencies, and blind spots across bank functions 	Radically improve efficiency and resolution time <ul style="list-style-type: none"> Simplify work intake and reduce manual routing of email inquiries with natural language processing and AI Improve straight through processing (STP) and first call resolution dramatically through guided workflow and digital process automation

The solution: Accelerate your service excellence transformation with Pega

Digitized interactions

- Easily process inquiries, identify and eliminate duplicates with Pega's work case constructs
- E2E transparency and STP with Pega's unified business rules, process, and robotics platform
- Changes delivered 6x times faster than traditional coding with low/no-code configuration



Real-time collaboration

- Out-of-the-box dashboards, you can specialize for RM, client, and CSO needs
- Real-time integration into existing platforms to enable up-to-the-minute statuses and global reporting
- Seamless communication and alerts automation through NLP and AI



*Corporate Banking Customer Satisfaction – A study by Finextra and Pegasystems