

# Fenergo Client Lifecycle Management for Commercial Banking

Digital transformation for greater operational efficiencies and  
an enhanced client experience



# The Challenge

Commercial Banking clients expect a seamless onboarding experience. That's why banks are losing market share to digital newcomers who can offer a streamlined, modern onboarding experience.

The ability for traditional banks to compete is impacted by operational inefficiencies, legacy technology, a rapidly changing regulatory environment, lack of automation and cumbersome manual processes.

The fallout of this is poor client experience, increased onboarding times, missed revenue/upsell opportunities, ineffective resource allocation, increased costs, data quality issues and risk challenges owing to lack of transparency.

Banks that can leverage innovative and integrative technologies to produce streamlined processes and exceptional client experience are best positioned to compete for new business.

## Did you know

It can take up to

**16 weeks**

to onboard a new commercial client

**Deloitte.**

On average, a business has

**8**

different interactions with a bank during onboarding

 THOMSON REUTERS

Banks invest up to

**\$30,000**

to onboard a new client

**DIGITAL BANKING REPORT**

Banks can see an overall savings of

**~30% – 50%**

with automation implementation

**Deloitte.**

## Fenergo CLM for Commercial Banks

Fenergo Client Lifecycle Management (CLM) enables Commercial Banks to digitally transform the end-to-end client experience, connecting front, middle and back-office teams, future-proofing regulatory compliance and optimizing operational efficiencies.

It streamlines the product and client process, automates financial crime and regulatory compliance processes and, ultimately, empowers Commercial Banks to deliver an exceptional client experience during every stage of their relationship.

# How Fenergo solves your challenges



## Connecting & Digitalizing the Ecosystem

A SaaS-native application that includes next-level API connectivity to rapidly accelerate transformation projects, setting your firm on the path to becoming digital first. It delivers advanced integrations to a rich array of data providers (BvD, kompany), screening providers (World-Check One, LexisNexis, Grid) and other technology vendors (Jumio, Salesforce etc.) to create a seamless client experience.



## Digitalized Product Lifecycle Processes

An automated solution that enables financial institutions to understand not only who the client is, but also what products they are utilizing through the management of product lifecycles within the context of a business arrangement. This equips banks with enhanced traceability and visibility, informed business decisioning and refined compliance.



## Optimized Client Journeys

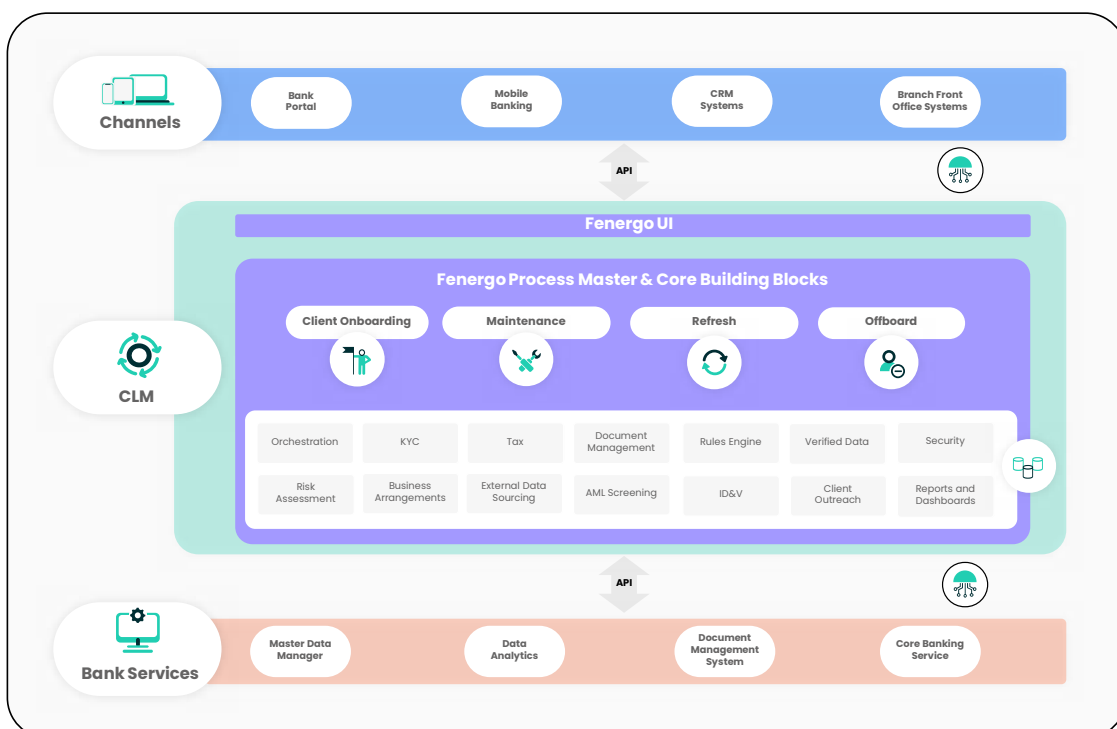
A sophisticated workflow and case management solution that orchestrates tasks across all actors/functions of the bank, providing automated, seamless and compliant account opening. Fenergo's off-the-shelf Financial Crime and Regulatory Rules ensures compliance and calculates and mitigates risk across the client lifecycle. Front, middle and back-office teams are connected throughout the client lifecycle, significantly reducing manual handovers between siloed functions.



## A Single Client View

An enterprise-wide, single client view that ensures clean, centralized and accurate data and documents throughout the product and client lifecycle. This enables financial institutions to mitigate risk through a greater understanding of their client, providing compliance and onboarding teams access to the same information and records, minimizing and streamlining client touchpoints.

# Fenergo CLM for Commercial Banks Offers



# Fenergo CLM helps Financial Institutions to

- **Transform Client Experience**

Digitally transform the client experience through rapid onboarding with fewer touchpoints. A reduction in system hand-offs and duplication of data means teams are more organized around completing high value work tailored to the client's needs.

- **Achieve Greater Operational Efficiencies**

By reducing offline, fragmented or duplicated processes and unifying client data into a central repository, as well as introducing the ability to track, manage and audit the book of work for all.

- **Reduce Total Cost of Ownership**

Fenergo SaaS reduces the costs of managing and maintaining the CLM technology infrastructure and "cost to change" budget, and reduces application, support and configuration (no-code config) costs.

- **Unlock Revenue Potential with Existing and New Clients**

With a more efficient and centralized CLM application, you can deliver an improved client experience, successfully identify cross-sell and up-sell opportunities to existing clients, manage associated risk and attract new business with a greater competitive advantage.



**fenergo**

See Fenergo Client Lifecycle Management in Action

Request a demo



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