

RM Workbench

A Relationship Manager's ready to go one stop shop

Relationship Managers (RM) , as a part of their job, are always on the move .It is important that they have access to all relevant information to revel in today's fiercely competitive banking landscape. Over the years, the role of RMs has evolved along with technology. In today's transformed times, banks have started equipping their RMs with the right enablers or have plans to do so in the upcoming future. Digital can play a very important role in this process. In this era of BYOD and banks providing smartphones to their employees, these gadgets can be effectively used to address challenges around having the right information at the right time to interact with customers. In short, the work of RMs can be digitized through an app which can provide access to real time data,

Infosys Relationship Manager Workbench is a unified platform to allow Banks provide seamless experience for their Relationship Managers to enable and enhance their customer facing tasks and activities

- ✓ Landing Page offering a RM function suite
- ✓ Enables RM to keep in sync with Product Policies
- ✓ Feedback manager capabilities inbuilt
- ✓ Risk profiling enablers



- ✓ Single app to support the Relationship Manager's core activities
- ✓ Seamless user experience for Relationship executives to set up pointed interactions and follow-ups with selected Customers
- ✓ Integration with organizational apps
- ✓ Works in offline mode.



Increase in Productivity

RMs can focus on their key duties. They can do better consultative selling without spending time on accessing various applications, or navigate extensively for the necessary customer information

Better Readiness

With ready access to information on products and regulations, RMs will be able to learn and build on their skills. This will help create better and information conversations with customers.

Customer Satisfaction

Relationship Managers will be able to offer better recommendations to customers as they will be better informed and prepared in relevant interactions . This will help build customer confidence and conviction.

**Enable Relationship Managers
with Digital Experience**

**Customers benefit from right
advice and valuable interactions**