

Mambu Microsoft Cloud for Financial Services Integration.

Introducing The Mambu Connector

Microsoft Cloud for FSI

Enhancing Customer Experience and Digital Engagement

Microsoft Cloud for Financial Services provides capabilities to manage data to deliver differentiated experiences, empower employees, and fight financial crime while facilitating security, compliance, and interoperability.

It makes it easier for financial institutions to accelerate customer loyalty, growth and profitability through more personalised customer interactions and financial insights.

Together, Microsoft and Mambu help financial institutions transform digitally and better serve their customers.

By combining **Mambu's modern core banking engine** and **Microsoft Cloud for Financial Services**, we provide capabilities to manage financial accounts data at scale and make it easier for financial services organisations to improve their customer experience, coordinate engagement, and drive operational efficiency.

Component Type

- Customer Relationship Management - unified customer view

Product Bundling

- Personal Loans
- Personal Deposits

Prerequisites

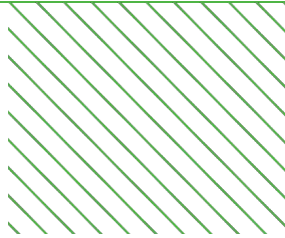
- Mambu Core Banking Engine
- Microsoft Cloud for Financial Services

Feature Highlights

Access to Mambu core banking data:

- Visualise past and current products acquired by a customer
- Visualise and report on loan account status, balance and other real-time information
- Visualise deposit account status, balance, maturity and other real-time information

Customer Needs



Mambu's Value Proposition

Our integration enables Mambu's financial data to be viewed in Microsoft Cloud for Financial Services user interface. This allows front-desk staff to perform servicing operations, empowering banks to deliver better customer experiences that build stronger, longer-lasting and loyal customer relationships.

Personalised products and services with a competitive advantage



With changing customer expectations, financial institutions are constantly required to enhance their customer experience while offering personalised products and efficient, professional service. With a unified customer profile, financial services organisations can gain a complete view of a customer to increase its retention and loyalty by "personalising" interactions.

Simplified internal processes to empower employees



Our integration allows our customer's employees to be more productive and achieve their goals more efficiently. Employees have all the necessary information at their fingertips to improve their experience and strengthen customer relationships.

The ability to identify new opportunities for innovation and reduce time to market



By connecting the banking value chain, customers can tailor every client interaction with real-time financial data, whilst communicating through the client's preferred channels. It intelligently manages customer journeys across channels, reducing churn and resolution time.