VERiPARK

VeriChannel
Omni-Channel Delivery Solution

Banking

Recognized in
Gartner® Market Guide
for Digital Banking
Multichannel Solutions
&
Gartner® Market Guide
for Digital Banking Platforms

Reduce
development costs

Reduce
your time to market

Migrate customers
to digital channels

Reduce
client acquisition cost

Lower
cost of servicing

Adapt quickly
to changes in FSI industry

Leverage digital channels
for regulatory compliance

Ride the wave
of the FinTech revolution

Manage seamless, consistent and engaging customer journeys across multiple customer touch points.

VeriChannel's ready-to-go omnichannel capabilities allows for secure project implementation on top of existing IT systems. Thus, allowing for banks and financial service providers to offer fast and seamless Retail, Corporate and SME banking journeys that can be integrated to multiple different touchpoints, to create connected journeys.

Whether the need is Online Banking, Mobile Banking, Contact Center Banking, Tablet Banking, Smartwatch Banking or Speech Banking, VeriChannel has your Digital Banking and Engagement needs covered.

RETAIL BANKING

CORPORATE BANKING

SME BANKING

Why VeriChannel?

Your customers are mobile and want their service to be available wherever they go. This requires making long-running or complicated transactions available in self-service digital channels. VeriChannel helps FSIs become future-ready and bring service requests that are currently being served off-line to on-line.

Your customers want to tell their story only once. When customers make a query or start a dispute in a channel of their choice, they don't want to answer the same questions multiple times as they switch between channels. Their experience should remain seamless, no matter which channel they use. That's exactly what VeriChannel does.

Your customers want their bankers to act as universal bankers and cover a wide variety of transactions on their behalf. Seamless integration across all channels, CRM, host and core banking systems, and third-party fintech capabilities provide a 360-degree view of the customer along with transactional and cross-sell capabilities, empowering bank staff to be more proactive.

Digital Onboarding

Onboarding is the customer's first experience with the bank. Meaning, the Onboarding journey is the primary factor on whether you will acquire the customer or not. VeriPark's Digital Customer Onboarding Solution provides a **single platform** for banks to onboard customers easily and securely **anywhere, anytime, from any device** in a matter of minutes.

By combining OCR Data Capture, Document Capturing, Liveness Detection, Blacklist Check and Facial Recognition technologies for **e-KYC**, the solution provides a simple user interface to easily scan and upload all required documents and leverages facial recognition capabilities for selfie-based or or video call-based onboarding while retaining the full documentation for regulatory purposes.

Digital Onboarding	Mobile Banking	Tablet Banking	Retail Online Banking	Corporate & SME Online Banking	Mobile Wallet	Contact Centre

VeriChannel Omni-Channel Delivery

One Admin Console

| Investment Systems	Credit Card Systems	Core Banking Systems	Loan Origination Systems	CRM Systems

Retail, Corporate & SME Online Banking

VeriChannel's Online Banking solution offers a one-stop shop for 24/7 banking services to corporate and individual clients.

Retail Online Banking

With VeriChannel's Retail Online Banking module, retail banks can deliver personalized online banking services and fulfilling online experiences to their individual clients from the comfort of their homes or offices.
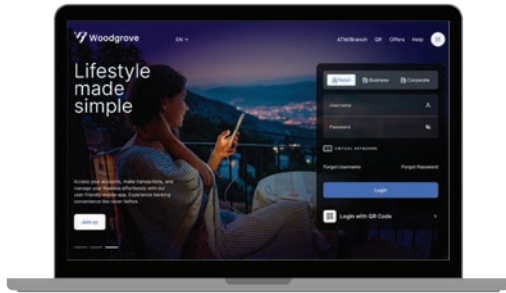
Corporate & SME Online Banking

With the Corporate Online Banking module, banks can support the sophisticated plans and financial requirements of medium to large businesses. It provides a highly secure and customizable approval flow with flexible authorization levels.

Mobile Banking

VeriChannel Mobile Banking offers banking customers a unified and personalized cross-platform experience across devices and allows customers to access their accounts on the go for retail, corporate and SME sectors.

- Responsive Browser-based Interface
- Native, Hybrid (Angular) and Flutter Apps
- Compatible with iOS, Android, and Windows
- Extended Channel Reach: Mobile, Tablet, Desktop, Speech Banking and Wearable Devices

Deep Integration with Client Engagement Platforms

When used with any third-party CRM (for example Dynamics 365), VeriChannel brings in added advantages like automatically **delivering process flows defined in Dynamics to all types of channels, and vice versa,** building stronger and meaningful relationships with current and future customers.

Hosted on the Microsoft Azure Cloud or On-Prem, VeriChannel is coupled with out-of-the-box business processes to enable banks to spend less time working on development and integration, and more time enhancing the customer experience.

- Digital Selling / Offer Box
- Digital Compliance / Rule Engine
- Digital Servicing / Non-STP Service Requests
- Digital Data Quality / Alert Box
- Extended Channel Reach / 7 Channels
- Machine Learning Based Offers & Next Best Action
- Microsoft Cognitive Services, Speech Banking, Face Recognition
- Digital Feedback / Surveys Box

Key Features

Mobile Banking

- Hybrid, Flutter and Native apps
- iOS, Android, Windows
- Offer Box on Landing Page

Retail Online Banking

- Accounts management
- Cards management
- Transfers, payments

Corporate & SME Online Banking

- Cash flow & approval hierarchy
- Trade finance inquiries & initiation
- Cash management

Digital Onboarding

- Deposits & Loans
- Face Recognition
- Documents Capture

Personal Finance Mgmt

- Budget & Goal Management
- My Life, Car, Home, Travel, Health
- Investment Managemet

Contact Center Banking

- IVR / CTI integration
- Transactions with T-PIN
- Screen Flattening

Mobile Payments

- QR/NFC Payments, P2P Transfers
- Mobile Wallet
- Buy Now Pay Later

Innovative Channels

- AI Agents & Contextual Banking
- Speech & Smartwatch Banking
- Merchant Portal

Listed in

Gartner® Market Guide for Digital Banking Multichannel Solutions

Gartner® Market Guide for Digital Banking Platforms

Some References

AirPlus — Smarter payment. Better business.

AKBANK

BARCLAYS

CIBC

بنك دبي الإسلامي Dubai Islamic Bank

enpara.com

HBL

innovation FEDERAL CREDIT UNION

ING

Ziraat Bankası

About VeriPark

VeriPark is a global solutions provider enabling financial institutions to become digital leaders by placing Customer Experience at the core of digital transformation. With an exclusive focus on FSI, VeriPark's Intelligent Customer Experience suite delivers world-class customer journeys on digital and assisted channels.

With its main offices located in the United Kingdom, Europe, North America, Asia, Africa and the Middle East, VeriPark helps financial institutions to enhance customer acquisition, retention and cross-sell capabilities. Their proven, secure, and scalable solutions cover Customer Engagement, Omni-Channel Delivery, Branch Automation, and Loan Origination.

SCAN TO DOWNLOAD EBOOK

VeriChannel
Omni-Channel Experience

- Digital Onboarding & Offboarding
- Mobile Banking
- Retail Online Banking
- Corporate & SME Online Banking
- Tablet Banking
- Contact Center Banking
- Innovative Channels

VeriBranch
Branch Automation

- Teller
- Seller
- Advisor
- Universal Banker
- Unified Front End
- Digital Branch
- Signature Verification

VeriTouch
Acquisition, Retention, Cross Sell

- New Customer Enrolment
- 360° / 720° Views
- Customer Insights, NBA and AI Copilots
- Sales & Prospect Mgmt.
- Marketing, Campaign and Loyalty Mgmt.
- Contact Center Automation
- Complaints & Service Request Mgmt.

VeriLoan
Loan Origination & Servicing

- Retail Auto Loans
- Personal Loans
- Home Loans & Mortgage Advisor Copilot
- Credit Cards
- Commercial Loans
- Scoring & Servicing
- Digital Lending Portal