



**PARTNER: Xoriant**

**WEBSITE:** [www.xoriant.com](http://www.xoriant.com)

**LOCATION:** Sunnyvale, California

**ORG SIZE:** 4000+ employees

**PARTNER PROFILE:**

Xoriant is a product engineering, software development and technology services company, serving technology startups as well as mid-size to large corporations.

With 30 years in business, 4000+ employees and \$240M+ in revenue we bring proven experience, mature processes and expertise in leading-edge Big Data, Analytics and Machine Learning technologies.

## Account Opening using Azure hosted solution for a \$1B Asset Bank

### SITUATION

The client is a \$1B asset sized bank based in Southern California offering commercial banking products to businesses. The bank used to send PDF forms to their business prospects for printing, filling out, scanning, attaching supporting docs and responding back for business account opening purposes. The client wanted a solution to digitize and index this process to create a frictionless experience for their customers.

### SOLUTION

Xoriant Azure-based solution was used to offer pre-built and customizable digital forms to the banks business customers. We customized the entire experience to dock into the banks existing online presence. Information for existing customers could be easily extracted from the banks core banking system for validation. For new customers, the validation could be performed using prospect data from their CRM system.

Our key contributions included:

- Customizing digital account opening forms and setting up the necessary products for the bank
- Integrations with core banking and CRM systems for ease of use and validations
- Developing robust workflows and reports for back office process efficiency

### BENEFITS

- Improved account opening process efficiency by 50% and significantly improved the related back office decision-making too
- Equipped bank managers to see historical reports and zoom into and identify process bottlenecks for improvement
- Supported detailed audit sample reports creation for banks FDIC and other audits
- Improved customer satisfaction by creation of a frictionless and straight thru processing experience
- Reduced total cost of ownership in the entire account opening process