

Benefits:

- Increase conversion rates
- Increase non-interest income
- Enhanced customer experiences
- Reduce operational costs

Results:

Smoother and faster client onboarding experience

- Eliminates duplicate work
- Content is not siloed
- Streamline processes
- Increase time to deployment
- Increase process visibly and forecasting capabilities
- Increase employee productivity
- Increase processes efficiency
- Reduce human errors
- Reduce customer touches
- Increase cross-departmental collaboration

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Pyramid delivers solutions. They marry the requirements of business units with the development of the system.

- Project Sponsor, Union Bank

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Wealth and Trust Management Onboarding and Maintenance

Business Challenge

Traditionally, onboarding is an intensive manual process that involves documentation, people, compliances, various checks, legal, back-office operations and multiple client touch points. With so much going on in one process, the risk for poor data quality, operational inefficiencies, low conversion rates and poor client experiences is high.



Solution

Pyramid Solutions Wealth and Trust Management Onboarding and Maintenance is a solution that streamlines and enhances the client onboarding and maintenance processes. It uses integration points and pre-configured templates and patterns to extend the functionality of an institution's current systems of record. Leveraging Case Management Technology, our Solution is designed to specifically meet the needs of a customer-centric wealth management and trust organization.

Why is Pyramid Solutions the Best Choice?

- The automated, parallel processing system and enhanced decision making capabilities of this solution **cut average onboarding times by 50%**. The client onboarding process is a client's first impression of an organization so it is essential that it is smooth and efficient. Fast processes and correct data storage will keep clients happy and coming back.
- Our flexible solution easily modifies processes to accommodate changing business needs and legislation. **Remain compliant with the Dodd-Frank Wall Street Reform & Consumer Protection Act, Know Your Customer, Anti-Money Laundering and future laws and regulations worry-free.**
- Quickly identify priority requests and adjust workloads to **improve client service**, which is vital when catering to high net-worth investors.
- Provide employees with instant access to the entire client file. The status of all tasks and documentation are readily available so **client service teams do not repeat documentation requests and can sell additional products** based on the client's existing portfolio.
- Enhanced process visibility gives management **real time forecasting** capabilities to allocate work and re-purpose employees when needed.