

A woman with dark hair, wearing an orange blazer over a white shirt, is smiling and looking at her smartphone. She is standing in an office environment with large windows in the background. The lighting is soft and natural, suggesting a bright day.

# Enhanced Customer Experience Business Transformation and Operational Excellence

Driving Business Process Excellence in **Banking and Financial services** through a digital-first approach, deep domain expertise led by experienced consultative practitioners

## BANKING AND FINANCIAL SERVICES

Coforge BPS is driving Business Transformation and Process Excellence for our Banking & Financial services customers. We support over 600 processes across Retail & Commercial Banking, Wealth Management, Capital Markets/ Investment Banking and related financial services. We have over 20 years of experience working on Transformation solutions for Banks & Financial Services institutions, including 2 Fortune 100 Global Banks and 5 of the Top 25 Banks in the U.S.

### WE HELP ORGANIZATIONS WITH

#### Business Transformation

- 40% faster turn time to market
- 35% cost saving

#### Enhanced Customer Satisfaction

- 4.5/5 CSAT score for a
- Top 20 U.S Bank

#### Operational Excellence

- 20% turn time improvement
- 99.5% accuracy in operations

### BUSINESS VALUE



**Banking Operations Expertise**  
Deep banking domain knowledge



**Strategic Partnership**  
Preferred vendor for long term engagement



**Resource Flexibility**  
Global operations at scale



**Reducing Cost Base**  
Evolving commercial models



**Transforming Operations To Best In Class**  
Transform at the intersect of technology and domain



## WE SUPPORT



### Retail Banking & Cards

- Account Opening
- KYC & AML
- Account Maintenance & servicing
- Consumer Operations
- Cards Servicing
- Reconciliation
- Fraud Management
- Risk Management



### Capital Markets

- Account Opening & Onboarding
- KYC & AML
- Account Admin
- Security Set up & Pricing
- Account Transfer
- Traditional Assets Income
- Settlements
- Reconciliation
- Correction & Reversals
- Reporting



### Commercial Banking

- Account setup & servicing
- Commercial Lending
- Risk & Compliance Management
- Payment & Treasury Management
- Cash Management/ Transaction Posting
- Fraud Management



### Wealth Management

- Account Opening & Onboarding
- KYC & AML
- Retirement Benefit Services
- Reporting
- Correction & Reversals
- Reconciliation
- Brokerage Services
- Security Services



Automating Quality Control, Risk Management and Regulatory Compliance



Customer Experience/Contact Center



Finance & Accounting



Information Security



Reporting & Analytics

## CASE STUDIES



**Driving to six sigma (99.9986%) accuracy levels in retail & wholesale lockbox processing**



**30% reduction in staffing & 99.5% accuracy achieved in financial statement spreading**



**Deposit fraud items worth \$500m detected in 5 months for a bank**



**35% savings and enhanced customer satisfaction for a centralized commercial banking support center**

## About Coforge Business Process Solutions

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge BPS drives Business Process Excellence using deep domain expertise and Technology platforms led by consultative practitioners. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries, and Fortune 500 Companies.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.



Banking &  
Financial Services



Mortgage, Title Insurance  
& Property Tax



Insurance



Travel, Transport  
& Hospitality

# Coforge



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