



Digitization: Ensuring a competitive edge for financial services success

Digitization affects all aspects of an enterprise. All areas must rise to the challenge to improve the quality of processes and customer offerings, while reducing costs significantly.

A clearly defined business strategy provides the framework for digitization, increasing opportunities to offer and implement new technologies and omni-channel solutions.

**Profit from our experience:
Digitize your business!**

Fit for the future: Digitization requires a comprehensive strategic, organizational and operational realignment of business and IT

New, more efficient technologies, and an omnipresent internet pose new challenges to the design of business processes at financial institutions. Innovative industries define solutions with digitized quasi market standards, which reflect and actively shape the expectations of customers. Increasingly, customers expect these new technologies and omni-channel options from their financial services providers. Meeting these customer expectations puts pressure on IT and business teams to deliver these solutions, while steadily increasing earnings and reducing costs for the organization.

Industrialization is gaining popularity in financial services

Digitization affects the entire company, from front-end access and channels through to the processing of data in the subsequent processes. Modern front-end technologies and online enabled products and services with real-time processing digitize the customer experience. Freedom from paper and standardized manufacturing processes in industrial production lines reduce processing times and provide potential sustainable cost reduction.





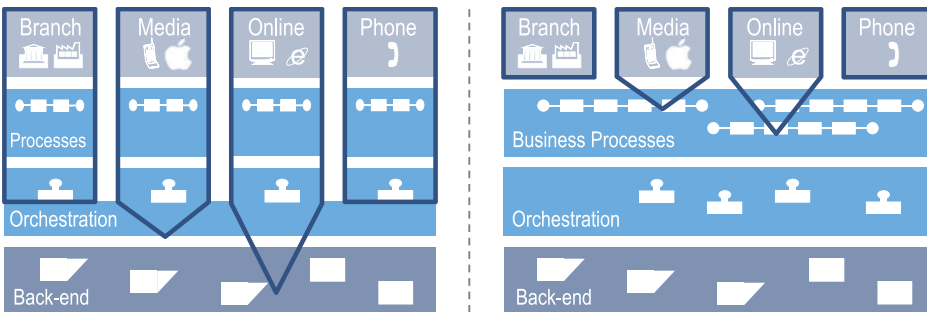
Process optimization and industrialization

Business processes must be analyzed and optimized from end to end. Comparable to the successful strategies in the automotive industry, business processes are based on “differentiation” (unique in customer relations) or “similarity” (commodity), examined and normalized as much as possible. Standardized processes are combined, automated and industrialized to a uniform value chain. Thus, new sourcing options emerge that lead to the reduction of costs and ensure consistent quality standards.

Moving towards a digitized environment

Business processes are now digitized and systems controlled using modern workflow. Automation is performed by service-based access to the legacy systems. Processes are monitored and controlled, comparable to industrial production. The necessary resources can be allocated anywhere depending on utilization capacity. Paper is no longer produced and if it is, then the processing is done digitally via scanning and OCR process. Physical files are replaced by electronic files and customers depend on various channels to access their online data, as well, they expect to communicate via their preferred channel, whether it be chat, email, phone, or in person.

OMNI-CHANNEL: Individual Channel Silos vs. Standardized Process-Integration



Omni-channel Architecture

Apart from individual innovative solutions, time-tested architectures are mainly used today by financial service providers; however, these architectures are outdated and unable to keep pace with the changing technologies. Axxiome has the experience and expertise to help financial service providers determine the right solution and technology.

Digitization requires change. Processes and web services are orchestrated into independent process objects. The same requirements are

operated independent of the channel from an integrated omni-channel architecture. Reaction times are reduced and the delivery of new services for customers significantly accelerated.

Rely on the experience of Axxiome for the digitization and industrialization of your processes, based on more than 30 successful transformations at financial institutions. Cut your processing costs and increase your productivity sustainably.

ABOUT AXIOME

Axxiome is a global solutions provider for the financial services industry with operations in Europe, North America, Latin American, and Asia Pacific. Axxiome excels in linking legacy banking platforms with modern solutions and is considered a leader in banking and insurance transformation projects across the globe. Axxiome’s professional consultants are experienced in technical and advisory services and bring innovation and knowledge to customer projects.

Axxiome offers Axxiome Banking, a digital platform, that follows industry best practices and delivers pre-engineered and rapidly deployable end-2-end banking solutions to customers, which minimizes the impact and interruption to operations and business processes.

To learn more about Axxiome and the complete suite of offerings and services, visit www.axxiome.com

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