

## Omnichannel Banking

Omnichannel banking enables banks to continuously engage with customers through virtual channels and multiple touch points.



Enhance customer engagement through an omnichannel approach –

Works on multiple smart devices such as mobile phones, tablets, laptops/PCs, smartwatches and smart TVs

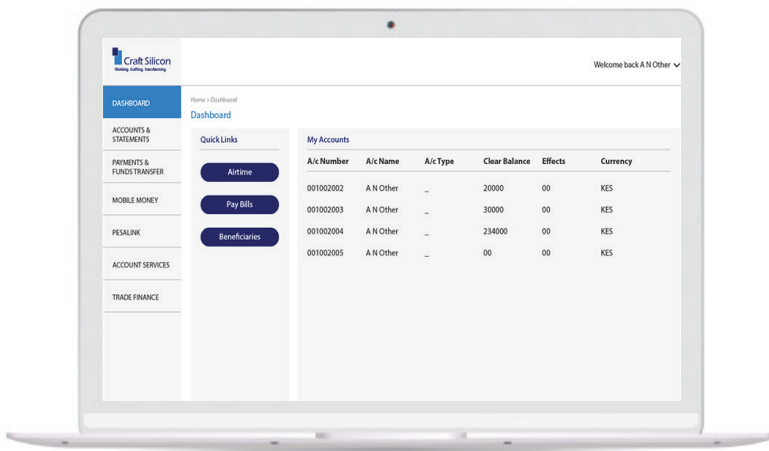


Access diverse value-added services offered by third-parties like mobile network operators (MNO), utility providers, social platforms & merchants



Service institutional customers in domains like bulk payments, salary processing, limits & mandates, payroll & reports

## KEY FEATURES



### Wide-ranging Touchpoints

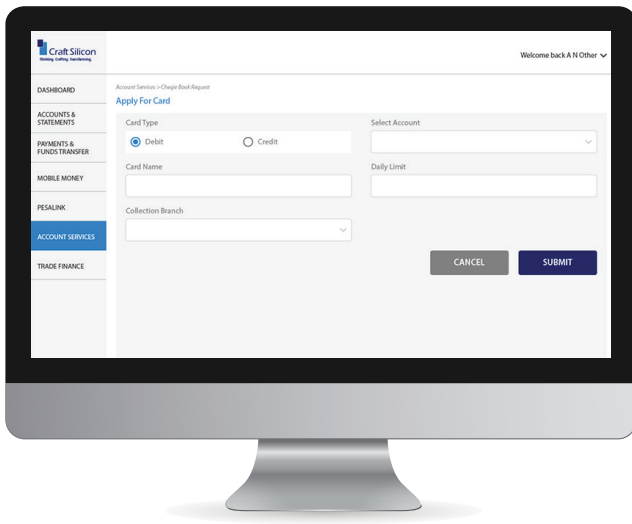
The digital platform allows access to alternate channels across banking, smart devices, mobile (App/USSD), kiosks, PoS, cutting-edge NFC technology and touch screen outlets.

### Convenient Virtual Solutions

There is no need to drive traffic to your branch when customers need to transact. Service offerings include a complete suite of financial services for retail and institutional customers.

### Enhanced Administrative Control

Admin activities need not be tedious anymore. Manage admin-level activities like user profiles, customer accounts, alerts, audit trails & customised reports in no time.



Omnichannel banking works on diverse smart devices enabling convenient virtual banking for customers, accessible through remote channels.

## KEY BENEFITS

Banking made possible across every channel



Enables access to financial services on mobile, desktops, laptops and other devices



Robust middleware architecture designed to interface with many channels, third-parties & other software



Speedy remote customer onboarding and virtual account opening process



Allows easy remote funding of accounts through mobile wallets



Customers can apply for a loan and trade finance applications to be instantly disbursed to their account



Easy process of bulk payments



Manage and limit access to other users



Real-time support via chat

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