

Capgemini



Compliance and Onboarding Solution



Industry Insights

More than 10% of a financial services company's operating costs can get attributed to regulatory compliance.

Current studies suggest banks spend \$270 billion per year on compliance costs.

Banking technology infrastructure requires that financial services employees access as many as 20+ systems to comprehensively view all the products and services that make up a client relationship. The regulatory compliance costs associated with the products in these disparate systems is burdensome and complex.

Many researchers anticipate that the cost of compliance with regulations may double by 2022.

Capgemini, in collaboration with Efma, produces a series of industry-specific studies designed to inform our clients of trends and themes throughout financial services. For additional information, please visit us at [World Banking Reports](#).

Capgemini's Compliance and Onboarding Solutions built on Salesforce Financial Services Cloud bring compliance to the heart of all customer interactions. Providing a single point of entry for customer compliance-related activities assures that the information is captured in the format and within the timeframes that your business processes dictate. Data can be quickly passed to external monitoring tools thru integrations, ensuring consistent compliance with regulations around CIP, AML, KYC, onboarding, and suitability. Bringing compliance into your Customer Relationship Management system also empowers your employees and customers with valuable insight into the relationship which can quickly get utilized to **improve client satisfaction**, **expedite requests**, and **drive organic growth** within your organization.

Compliance and Onboarding Solution Highlights

- Built leveraging Salesforce Financial Services Cloud (FSC)
- Utilizes a **“CONFIGURATION FIRST”** methodology
- Employs platform provided tools like Lightning Flows, Lightning Web Components, Communities, and Einstein
- It Drives faster project delivery with rapid time to value and an improved return on your technology investment.



Why Salesforce

- Market leader in Customer Relationship Management
- An extensive data model that easily enables aggregation of data across multiple source systems into one convenient relationship view
- Robust permissions, entitlements, profile, and role configurations that powerfully protect customer information
- Cloud leader with mobility across devices for both employees and customers
- Reporting and analytics to drive more behavior as it relates to the necessary activities associated with onboarding and compliance
- Ease of configurability ensures seamless changes without the need to be beholden to a vendor

Benefits of Capgemini's Compliance and Onboarding Solutions

Create efficiency, reduce expenses associated with regulatory compliance, and drive revenue

- Faster project timelines through the use of our accelerators, enhanced data model, baseline implementation, and prebuilt lightning components will result in a faster and higher return on your technology investment.
- Easier long-term maintenance and upgrades will save money over alternatives.
- Regulations change! The solution can be modified by your administrators with clicks not code, ensuring adherence to the most current business and regulatory requirements with little to no external vendor involvement
- Pulling regulatory compliance into your CRM platform ensures it is top of mind for those that frequently have access to the customer. Allow compliance teams invaluable access to the customer responses in nearly real-time so that they can quickly review and ultimately approve new customer relationships and reviews with business process and traceability to support your requirements.
- Provide the bank's customer with a self-service mechanism thru a portal (community) that can perform activities like updating financials, documentation, managing their net worth. It creates actionable to help in driving organic growth for the client to view their financial position and ability to upload documentation securely from their convenience.
- We understand banking! Our strategy and POV are designed and built by bankers with extensive industry and Salesforce experience across multiple clouds with a focus on optimizing customer interactions, driving customer satisfaction, and increasing relationship profitability.



Common Challenges Addressed with Capgemini's Compliance and Onboarding Solution

Compliance isn't going away! Incorporating compliance into your customer Interactions ensure that both onboarding and ongoing KYC reviews (updating financials, loan renewals, periodic reviews) not only get accomplished but that the information uncovered in those (historically) mundane activities can now be harvested to deepen customer relationships.

Finding and convincing prospects to change banks is hard! Getting them established as new customers should not be. We've seen clients take new customer onboarding from weeks to days to hours! Capgemini's Onboarding tools ensure the information is served up to employees to get their latest clients up and running quickly. Configurable flows used to gather initial customer data (both business and personal), parking that information in records so that anyone with a business to access it can access it. Workflows can disseminate this "new customer information" to compliance teams, significantly reducing the time to onboard the customer.

Time consuming compliance activities like KYC reviews, annual reviews, and financial statement updates aren't the way most bankers win new business. Being able to harvest the data from these activities and use that information in relationship-building efforts is critical to ensuring that the person in the bank who has the MOST access to this client is asking them all the right questions to reduce risk and maximize relationship profitability.

Non-compliance with regulatory requirements is expensive! Banks spend billions every year, working on updating systems to meet compliance requirements. Additionally, financial regulators levy costly penalties, which can affect access to capital driving up the cost of funds and reducing profit.

Compliance and onboarding should not get perceived as a burden. There is an intangible amount of goodwill between the new customer (onboarding) and the banker/advisor. During account opening and reviews, your employee learns a wealth of information that can be captured and harvested to help them make proactive recommendations to effectively manage the customer's financial future and drive organic growth.

Capgemini is the right partner!

Capgemini's Salesforce experience gets recognized extensively in the market.

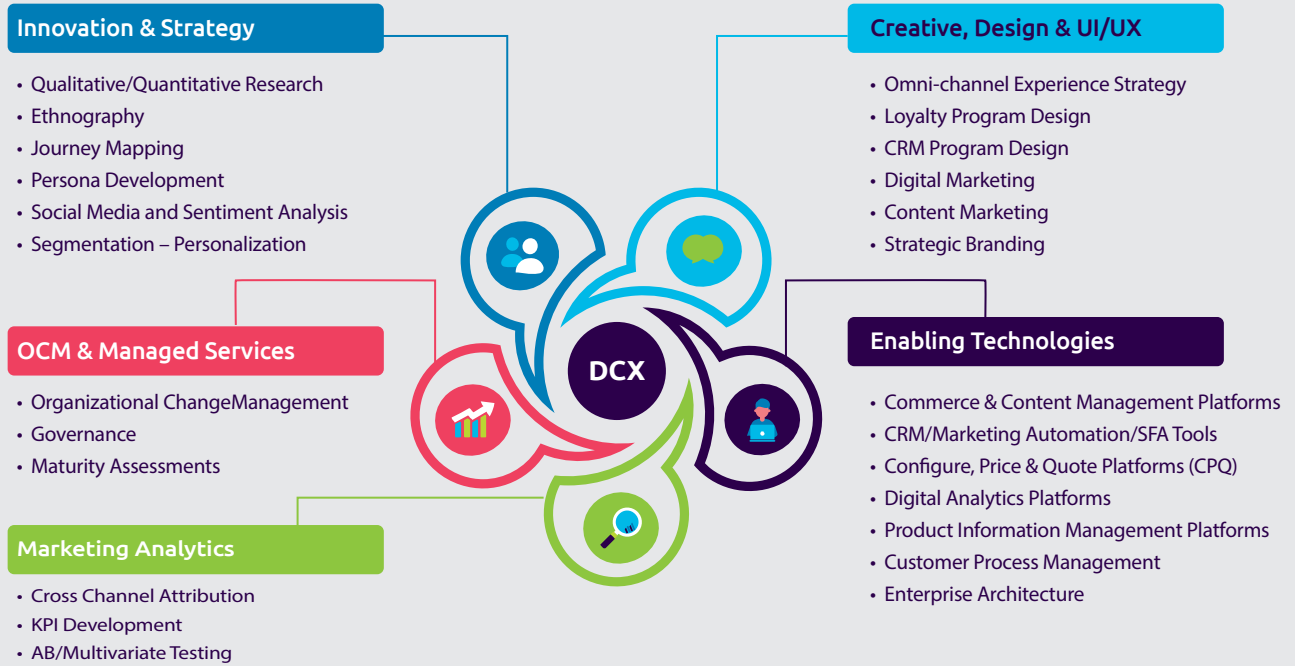
- Recognized by Salesforce as a "Global Strategic Consulting Partner"
- Capgemini ranked on Salesforce implementation partners as a "Leader" by Forrester Research, Inc.
- Positioned as a Leader in Gartner's Magic Quadrant Reports
- Recognized as CRM Market Leader by Constellation Research
- Salesforce Partner Innovation Award winner

Capgemini's Salesforce Practice is one of the strongest and most qualified in the world.

- 11 Year Partnership with Salesforce
- 550+ Clients in our global Salesforce Portfolio
- 3000+ Certified Salesforce consultants with over 5000 certifications



Our Salesforce Practice gets aligned with Capgemini's Digital Customer Experience Program, with an entire portfolio of complementary offerings.



About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms.

Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion..

Learn more about us at

www.capgemini.com/partner/salesforce/

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