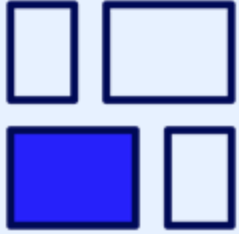




Guidare la crescita unificando la Customer Experience

**Salvatore Bertolino | Account Executive Financial
Services & Insurance**

Banking challenges



Customer Onboarding

Disconnected Operating Model

Industry Fee Compression

Growing Regulatory Scrutiny

Increased Operational Costs

Delayed time to revenue



Customer Servicing

Manual Processing of Client Requests

Missed Client Deadlines (SLA)

Poor Recordkeeping for Ongoing Requests

Distributed Client Request Management

Poor client experience



Know Your Customer

Data Across Multiple Platforms

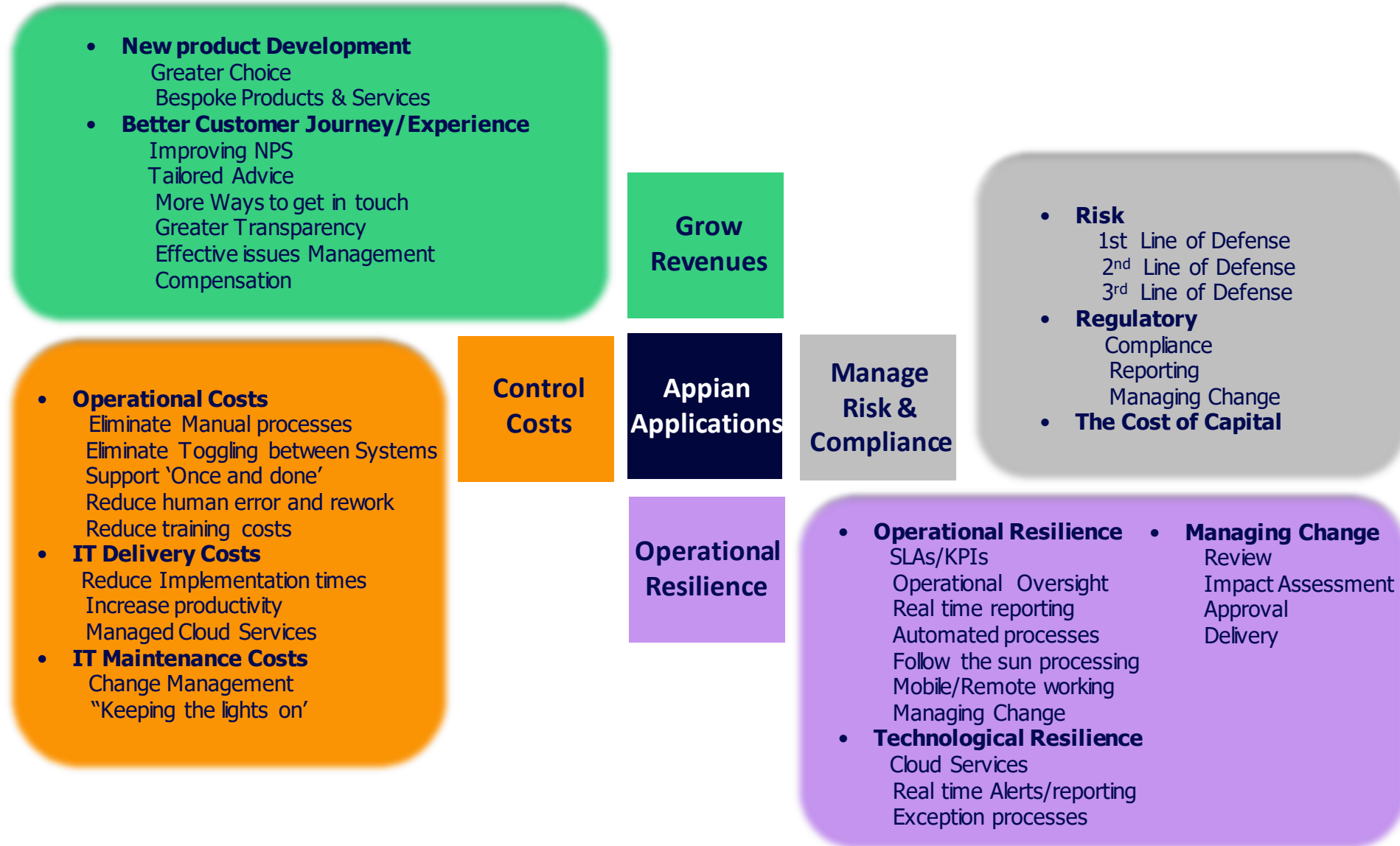
Growing Regulatory Scrutiny

Manual and Paper-Based Processes

Lack of Visibility into Changes

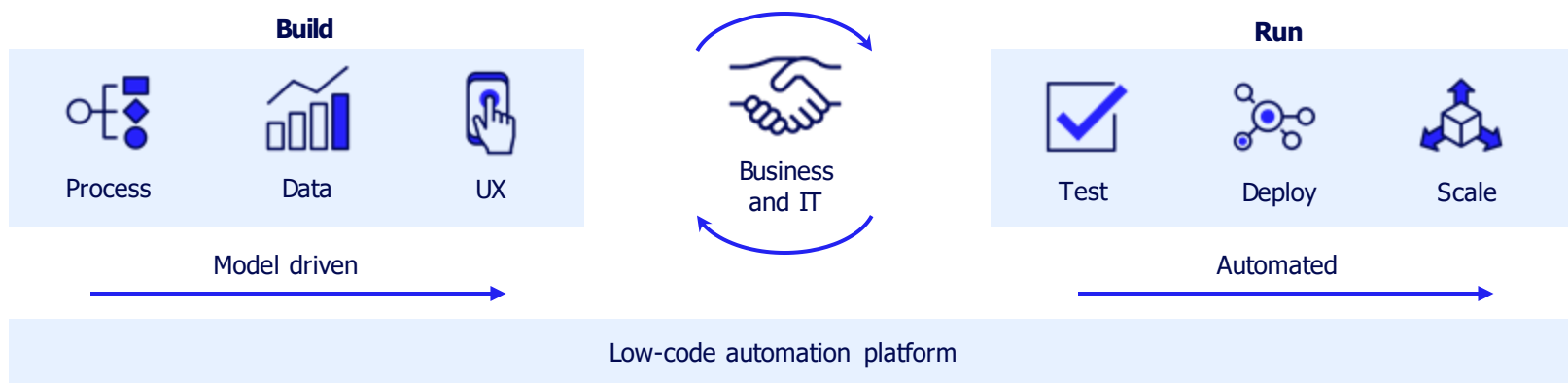
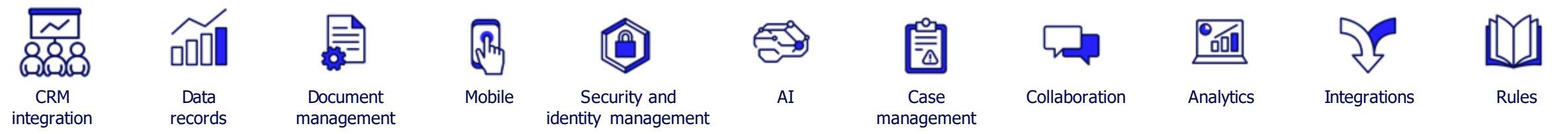
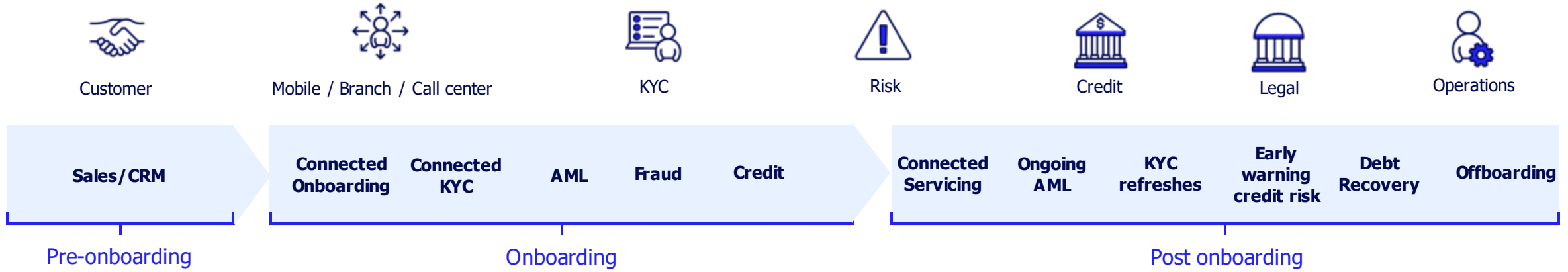
Regulatory risk and fines

Business Imperatives

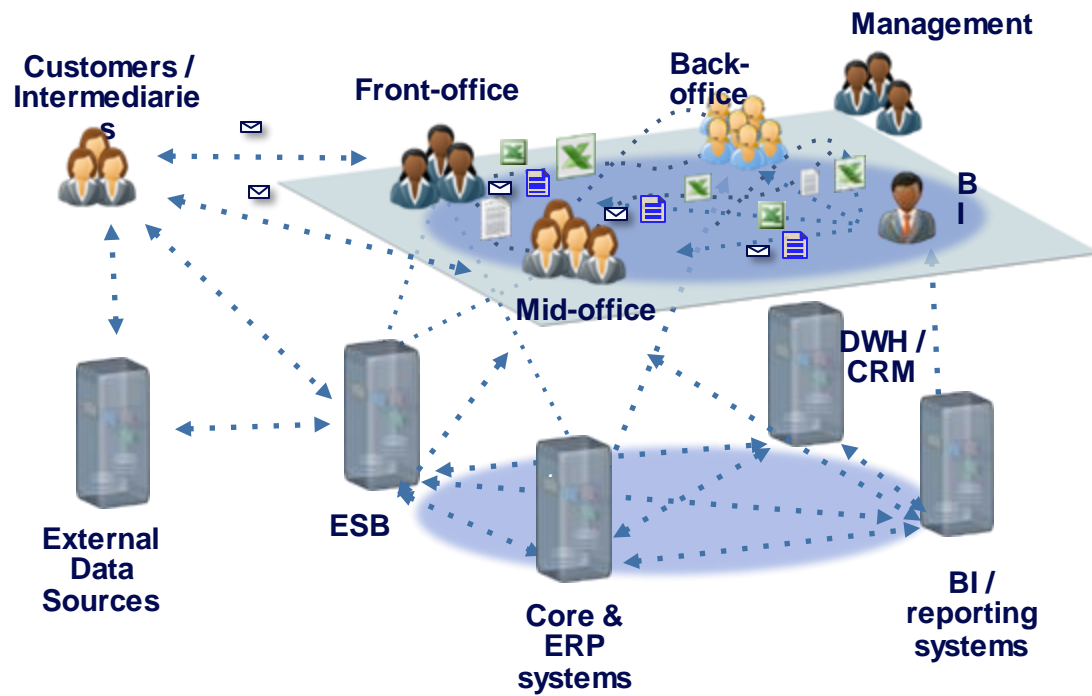


Low-Code Automation Defined

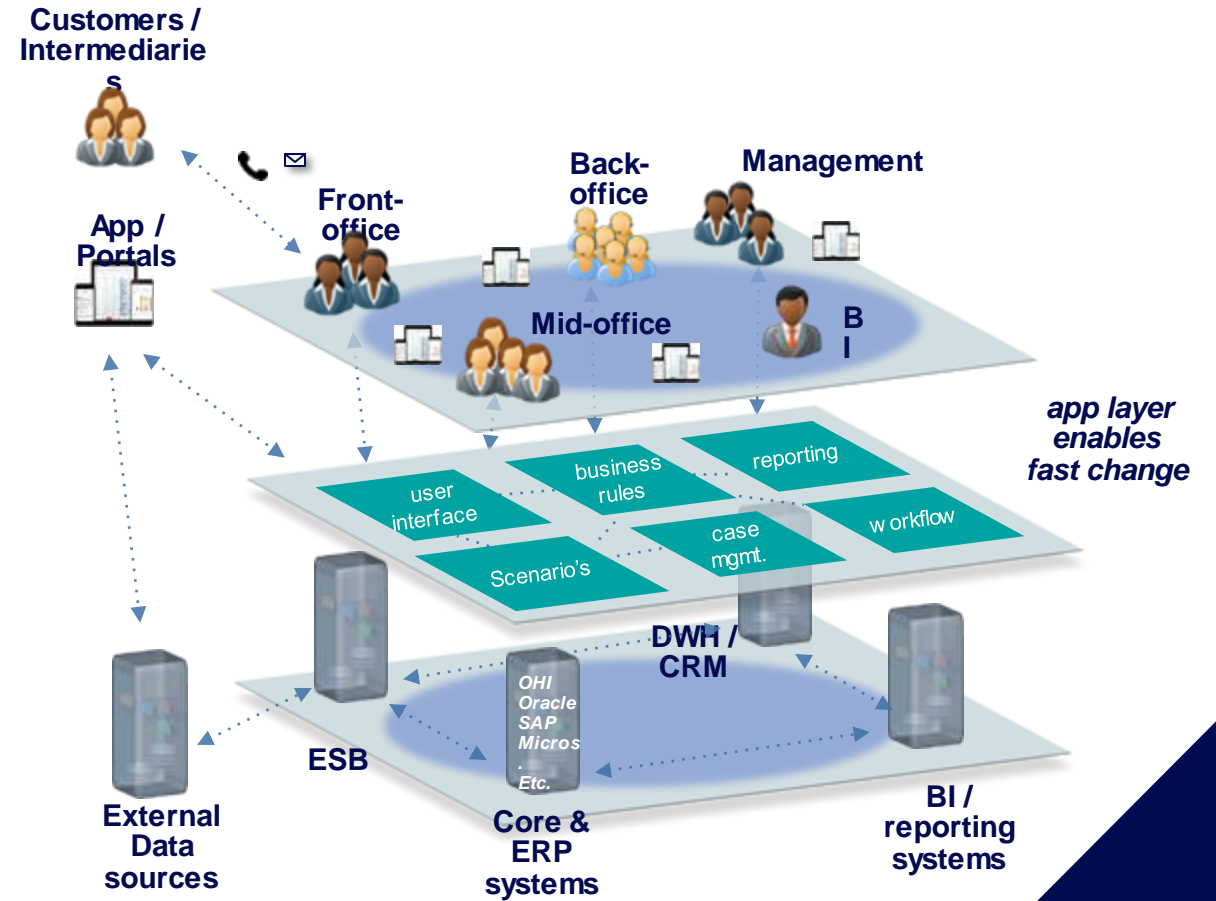
The Customer Journey on Appian



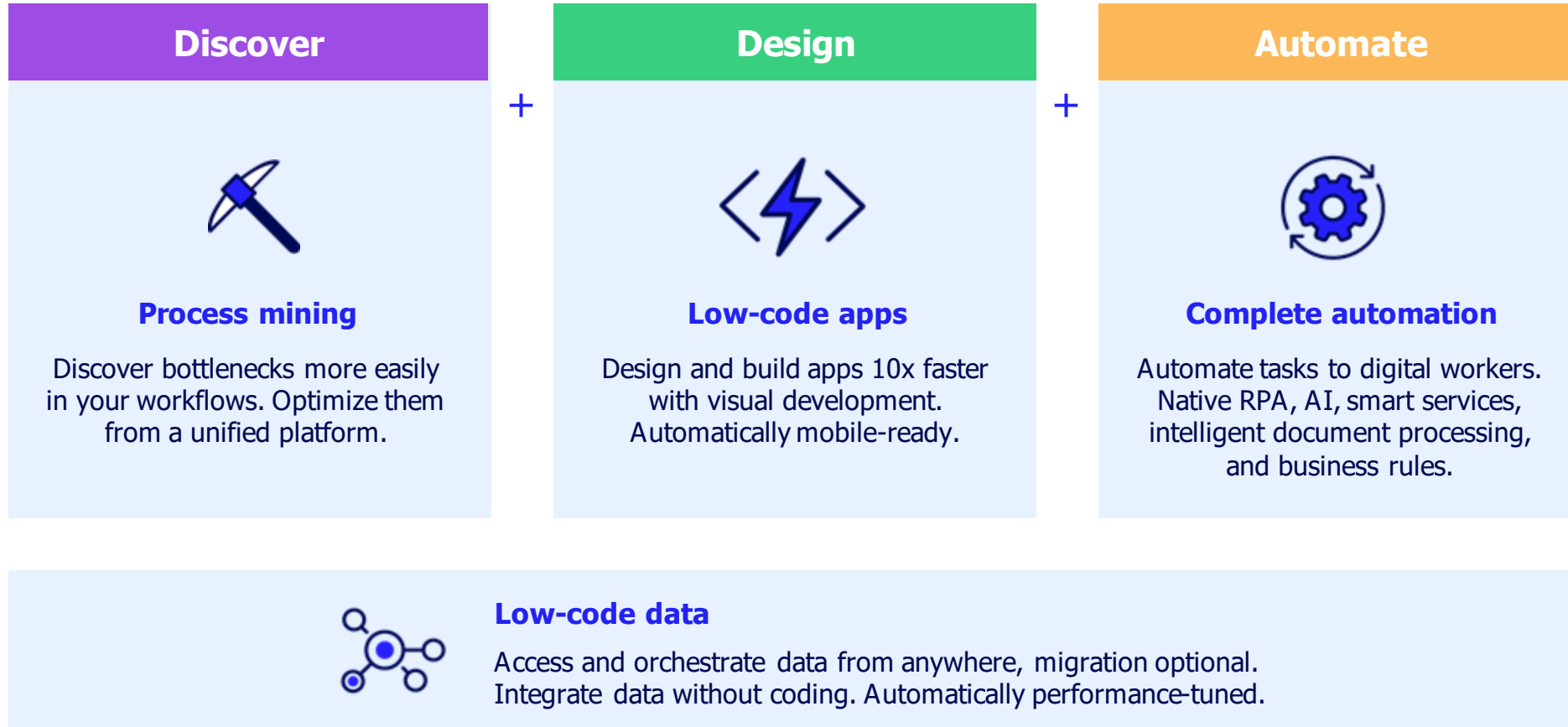
Current State



Target State



Expect more from your low-code platform.



Onboarding time
improved by 20% in 1
year.

30% improvement in
operational efficiency.

50% reduction in
losses due to
errors.



UNIONBANK

100% digital branch
launched in less than
12 months.

Process times
accelerated 300%.



Thank You

appian

A leader in low-code.