

Case Study

Investec CIB Optimizes Onboarding with Actimize for more efficient Client Lifecycle Management



The Customer

Investec Corporate & Investment Banking (CIB), part of Investec Bank plc, is an international corporate and investment banking business providing their clients with a comprehensive range of solutions spanning capital, advice and treasury risk management. Investec entrusted NICE Actimize to further optimize their client-focused approach and ability to onboard clients efficiently and better serve their diverse and evolving financial needs.



Results

300%

increase in team
productivity

<1 day

Time to onboard,
compared to previously
weeks to onboard



“X-Sight Onboard has enabled us to achieve positive throughput and efficiency gains, significantly improving transparency between Investec and its clients.”

Chor Teh, Head of CLM, Investec CIB UK



Challenge

In addition to improving and complying with KYC and regulatory reporting standards, Investec needed to rethink their entire client onboarding experience.

Investec CIB sought to modernize their systems to keep pace with the industry's move to a digital self-service environment while also dealing with increasing volumes of data. A primary concern with their existing systems was the underlying workflow and ability for their institution to gain a transparent 360-degree view of each client.

Key Challenges:

- Modernizing the digital client onboarding experience
- Data management and growing volumes
- Transparency and 360-degree view of client risk



The Solution

NICE Actimize was engaged as a trusted partner to address their onboarding challenges and evaluate all other opportunities for Customer Lifecycle Management (CLM) workflow automation and data integrations.

To alleviate these challenges, X-Sight Onboard was deployed and configured to deliver immediate value to both the firm, and their clients.

- X-Sight Onboard integrates with critical data sources, both internal and 3rd party sources to fuel the rules engine. With REST APIs, connections are seamless and data is delivered accurately
- The intelligent rules engine ensures immediate enforcement of data, regulatory and business policies
- Automated workflow capabilities speed up client onboarding and automate the upkeep of a single transparent client profile that is viewable by the many different stakeholders involved in CLM



Summary

Overall, Investec CIB received wide-spread positive impacts to both their firm, and to the end-client experience. They achieved better automation of processes across multiple workflows, with significantly reduced reliance on human intervention.

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