



# Digital Bank powered by Salesforce

## **Fundamentally changing** customer relationships with new ways to create value

**Designed to build deep client relationships, enhance productivity, and enable banks to engage more holistically with clients anywhere and on any device.**





Banking customers' expectations are changing the way banks interact with them on a daily basis. To compete today, it's important for banks to wow their customers with experiences that are genuinely surprising in both their function and appearance. Deloitte's Digital Bank powered by Salesforce is designed to help banks create value by offering their customers banking solutions that are tailored to their individual needs, behaviors, and patterns.

Deloitte Digital has the technology, skills, and experience to help banks successfully realize a digital transformation that removes traditional barriers, so that they can better serve customers in a simpler, frictionless way. Bringing leading banking experience to a client portfolio that includes 95% of the top 40 Banks, and all Fortune 1000 companies, Deloitte Digital is committed to innovation.

## **Re-envisioning** the customer experience

Built on the Salesforce Financial Services Cloud, Deloitte Digital has created a pre-configured digital banking accelerator that enables banks to rapidly create and enhance customer value. The solution comes integrated with a wide range of leading cloud vendors and fintechs, enabling clients to benefit from pre-integrated partner technologies.

Deloitte's Digital Bank solution is designed to deliver specific capabilities to rapidly create and enhance customer value for retail and commercial banking. Our solution can help banks:




-  Wow customers with personalized channel customer engagement
-  Know customers better than ever through Deloitte Digital's B2B and B2C single customer view
-  Make onboarding easier for customers through a fully mobile process enabled by exponential technologies
-  Build the customer's trust through multi-factor secured cloud banking platforms

## Accelerating Digital Transformation

Deloitte Digital provides a vision for digital banking that combines transactional, personalized, and rich, financial well-being experiences. Our approach, powered by Salesforce, is based on a joint platform - consultancy model that can deliver value with implementation speed – think weeks versus months – and financial savings; clients can anticipate saving significant implementation and custom development costs.

Deloitte's Digital Bank can help clients access a 720° customer view, digitize their client interaction processes, enable core banking processes through the Salesforce ecosystem, engage with customers, and support their regulatory requirements.

By utilizing the Deloitte Digital Bank solution, banks can benefit from:

-  A flexible, open, and adaptable software platform that delivers cutting edge digital banking experiences to drive differentiation, innovation, and outstanding customer and employee experiences
-  A cloud-based digital solution that is designed to lower risk and increase value, tailored to the ever-changing banking industry landscape
-  An approach that increases speed and agility to meet the increasing needs of sophisticated customers and deliver exceptional customer loyalty and advocacy – while meeting the regulatory needs of the industry



A consultancy vision and platform that allows for broad based transformation or incremental models that can deliver rapid value and expand across line of business or channel as needed to deliver on your strategy



An implementation starting point that can get you in-market quickly and generating ROI faster

When it comes to banking, Deloitte Digital is charting a new course for our clients. Let us show you how we can help you reinvent your organization.

For more information, please visit [www.deloitte.com/digitalbank](http://www.deloitte.com/digitalbank) or contact:

**United States**  
**Dounia Lievan**  
Managing Director,  
Deloitte Consulting LLP  
[dlievan@deloitte.com](mailto:dlievan@deloitte.com)

**EMEA/ Belgium**  
**Cédric Deleuze**  
Partner,  
Deloitte Consulting LLP  
[cdeleuze@deloitte.com](mailto:cdeleuze@deloitte.com)

**Canada**  
**Geert Defreyn**  
Director,  
Deloitte Consulting LLP  
[gedefreyn@deloitte.ca](mailto:gedefreyn@deloitte.ca)

**UK**  
**Ben Morgan**  
Director,  
Deloitte Consulting LLP  
[benmorgan@deloitte.co.uk](mailto:benmorgan@deloitte.co.uk)

As used in this document, "Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of the legal structure of Deloitte LLP and its subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte Network") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or business, you should consult a qualified professional adviser.

No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.