OnboardWise™
Transforming customer onboarding

As a customer's first interaction with the financial institution, the onboarding experience sets the tone for the entire relationship. Legacy platforms with lengthy, paper-based, and inconvenient onboarding processes are no longer sustainable. Customers expect distinct digital service capabilities across channels and devices.

Key Challenges

- Manual, paper-based tasks increase effort, are expensive and time-consuming, estimated to **up to 12 weeks** for institutions using partial onboarding solutions with basic workflow capabilities[1]

- Onboarding applications typically include **multiple forms requesting repetitive information**[1] and questionnaires with complex legal language

- Clients are **contacted~10 times during the onboarding process**[1] via back-and-forth emails, telephone interactions, and face-to-face meetings, creating a high friction, error prone customer experience

- Processing delays create **opportunity costs** and may impact drop-out rates when the client's assets aren't invested in a timely manner

- **Document hand-offs** between different teams can present **operational and information risks** because of the inability to control related security and privacy

Deloitte's OnboardWise™ Solution

Deloitte has developed a customer onboarding platform designed to **transform complex, manual, paper-based processes** into a **simple, digital, and differentiated client experience.**

The solution provides the type of service consumers have come to expect from their online retail, banking, and other digital experiences.

Value proposition

- **An all-digital, end-to-end platform** for client onboarding and related transaction processes, including document sharing, virus scans, and e-signature

- **Innovative, human-centered design** of the end-user interface offering an easy-to-follow, guided process for requesting and validating information

- **Dynamic client-specific dialog** translating complex legal and regulatory requirements into everyday language to invite timely, accurate client responses

- **An algorithmic engine** to continuously analyze and interpret client responses to determine the next set of questions for input

- **Configurable workflow** for business users to tailor as needed in alignment with changing company policies, regulations, and other mandates

- **Access anywhere design** with consistent information availability across devices

- **Customizable visuals** to include corporate branding preferences

Characteristic outcomes of implementing OnboardWise

Transformative experience

Digital, intuitive user interface and easy-to-navigate features

Agility and flexibility

Speed to market for new features and services in response to changing customer demands and evolving regulatory landscape

Efficiency

Simplified and accelerated back-end processes with fewer people, less effort & time needed for tasks

Return on investment

Cost reduction coupled with revenue growth opportunities enabled through scale and technology adoption

The Deloitte Difference

Longstanding proven experience in accelerating digital transformations.

One team – Deloitte's developers work closely with **clients, subject matter advisers, business analysts, process specialists, and technology architects** to help resolve implementation issues quickly and efficiently.

4,500+
Salesforce-certified professionals in 34+ countries

Robust offshore delivery centers in India, Mexico, and Spain

Services offered

Deloitte Digital integrates Salesforce and UI/UX capabilities to elevate the human experience with assets designed to solve real problems, accelerate time to value, and reduce risk for clients.

Managed Services

Agile Implementation

Design

Vision & Strategy

Customer Insights

Workforce Transition

Related Offerings

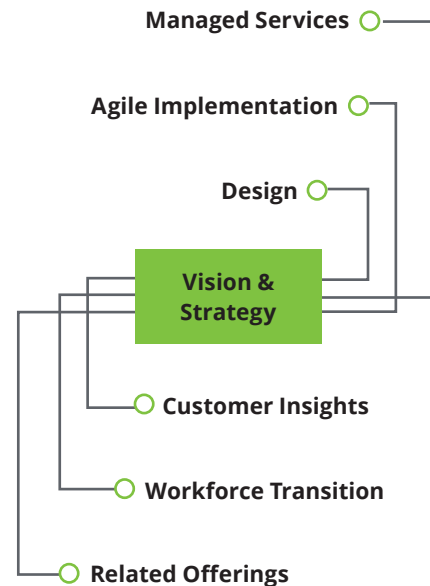## Start the conversation

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