



Effortless Customer Onboarding for Banks

Facilitate seamless customer onboarding across all channels for every banking product



Onboarding Overview

Customer onboarding is a crucial process for acquiring new customers online, guiding them to understand and effectively utilize available services. This process begins when a customer applies for a banking product and plays a pivotal role in establishing a strong foundation for a long-term customer relationship.

Banks have acknowledged the importance of an efficient client onboarding process, enabling customers to initiate, save, and complete account opening forms across various channels, including in-branch, online, and via desktop, laptop, tablet or mobile.

ASEE Customer Onboarding Seamless Customer Onboarding: A Key to Sustainable Banking

The ASEE onboarding software solution is designed to align customers' digital needs with financial services. Our advanced technology and interfaces facilitate secure and seamless customer onboarding.

The software enables identification, verification, and customer onboarding across all channels for every banking product, ensuring both usability and configurability. Usability guarantees that the onboarding interface is simple and intuitive, while configurability allows banks to remain relevant and adapt to a dynamic market.

No Compromise Between Compliance and Customer Experience

In the banking industry, Know Your Customer (KYC) and Anti-Money Laundering (AML) policies are closely linked with customer onboarding. Our approach is non-intrusive, seamlessly integrating various levels of identity verification and KYC procedures progressively, as dictated by the needs of the end-to-end sales process. For the customer, it's a single, uninterrupted journey.

Throughout this journey, specialized tools such as ID document capture, face comparison, Optical Character Recognition (OCR), document authenticity verification, and video chat may be required. To achieve this, we seamlessly integrate solutions of your choice, ensuring a smooth and secure onboarding experience tailored to your customer's needs.

List of Basic Functionalities:

- Onboarding of private individuals (full and prospects)
- Onboarding of legal entities (full and prospects)
- Periodical update of client profiles
- KYC process
- FATCA process

Unique Benefits:

- New customer onboarding within minutes
- Seamless and personalized account opening experience
- Consistent experience across channels, including branch, online, desktop, laptop, tablet, and mobile
- Improved regulatory compliance during customer onboarding

Onboarding with a Frictionless Customer Journey

- Password-less authentication
- Integration with third-party solutions for:
 - Document OCR
 - Video identification
 - Remote digital signature
- No physical effort
- No application switching
- No paperwork

ASEE Onboarding Highlights:

- **Multichannel Onboarding:** Customers are easily onboarded across any channel, while a modern user interface with efficient menus and improved navigation ensures a consistent experience.
- **Reduced Data Entry:** Personal information from uploaded identification documents is prefilled into onboarding forms.
- **Document Collection:** Applicants are notified of the required documentation for account opening. Documents can be directly uploaded.
- **Compliance:** The system integrates with various third-party systems to validate applicants' information, address, AML status, blacklist status, identity verification, etc. Easy integration with other solutions chosen by banks enables lower implementation costs and achieves the most convenient customer experience.

Why ASEE Onboarding Software Solution:

- Onboarding within minutes for all banking products
- Covers both private individuals and SME segments
- Personalized and omnichannel customer experience
- Streamlined documentation
- Safety and security
- Proven readiness
- Available in on-premise and SaaS models
- Future-proof technologies and cloud-native architecture

