

IBM Financial Markets Solution – Institutional and retail account open

*Enhance client experience, reduce cycle time,
improve quality and reduce costs by streamlining
institutional and retail account open processes*



Highlights:

- Improves client experience by reducing cycle time and providing real-time status reporting
 - Improves efficiency and flexibility through business-controlled configuration and workflow management
 - Helps reduce costs and accelerates revenue realization
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Institutional and retail clients consistently rank account open as one of the most important aspects of their relationship with financial institutions. However, account open is also consistently rated among the lowest in client satisfaction. Most frequent complaints include:

- Long cycle times
- Overly complex processing with many people involved
- Poor status reporting
- Onerous documentation requirements

End-to-end solution using business process management (BPM) techniques

IBM has an end-to-end solution for institutional and retail account open to streamline and improve workflow by integrating, managing and monitoring tasks as they are performed by:

- Clients and related parties
- Front-, Middle-, and Back-Offices
- Regulatory agencies

The solution can be deployed into domestic, regional, and global operating models.

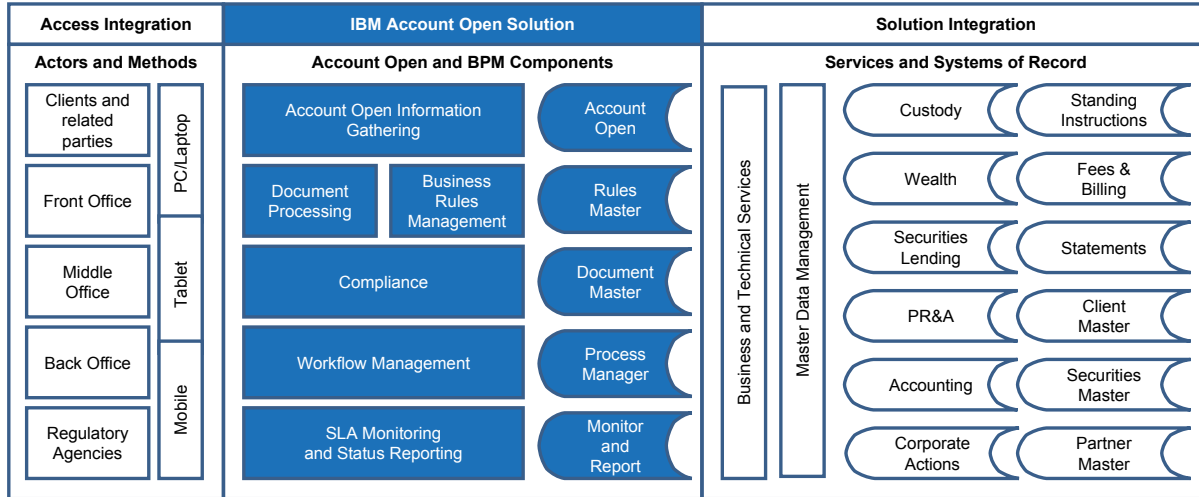
Improve client satisfaction and flexibility

The IBM account open solution is based on a flexible, straight-through-processing (STP) model using a “once and done” interaction approach. Benefits include:

- Reduction in controllable account open cycle times by 20-40%
- Reduction in account open process and technology total cost of ownership by 10-50%
- Faster time to revenue/fee realization
- Increased client satisfaction
- Real-time status reporting across all tasks associated with an account open request



The solution can be configured, maintained and managed by business units across most product classes.



Why IBM?

IBM provides one of the most robust offerings in the industry as a single source of services and solutions to drive innovation and transformation. With our extensive strategy consulting, software implementation and system integration expertise, we can be a trusted partner to build your BPM roadmap.

We have industry-leading financial markets experience, deep technology expertise and cost-effective methodologies to help financial organizations of all sizes transform their value chains and realize business value. Our centers of excellence, proof-of-concept engagements and IBM Research “first of a kind” projects conducted with clients demonstrate innovation and proven ability in solution implementation. IBM has a global presence with local expertise in financial markets and a tested approach to executing successful BPM programs.

For more information:

To learn more about IBM’s solution for institutional and retail account wealth management, please contact your local IBM representative, or visit the following website: ibm.com/services/bpmconsulting



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Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
April 2013
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