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Business Process Automation

Digital Lending

ProcMATE
Digital Lending Simplified

Automating Customer Acquisition & Customer Service Processes

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Transforming Digital Lending Experience

ProcMATE solution provides banks and financial institutions with a BPM toolset that can be used to model and automate the Digital Lending process with a view of optimizing costs and improving efficiencies.

It automates business processes and use the underlying machine learning layer to continuously monitor the transactions thus helping the customer by providing real time eligibility of loans and credit approvals. A customer can be engaged using Chabot, SMS, twitter, Facebook, WhatsApp, LinkedIn, etc.

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Hybrid Conversational Engine

Cognitive Workflow

Edge Analytics

Digital Middleware for enterprises

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Bringing Banks Closer to Customers

by automating customer centric business processes in a channel where your customers are present

Automating your Customer Acquisition Journey

Conversational Display ads

Multi lingual Lead Engagement

Documents & e-KYC for eligibility

Processing Account Opening or Mortgage

Automating your Customer Service Journey

Transactional Banking- Accounts & Cards (My Account)

Cross Sell / Up Sell customers

Automated Customer Service

Omni-Channel

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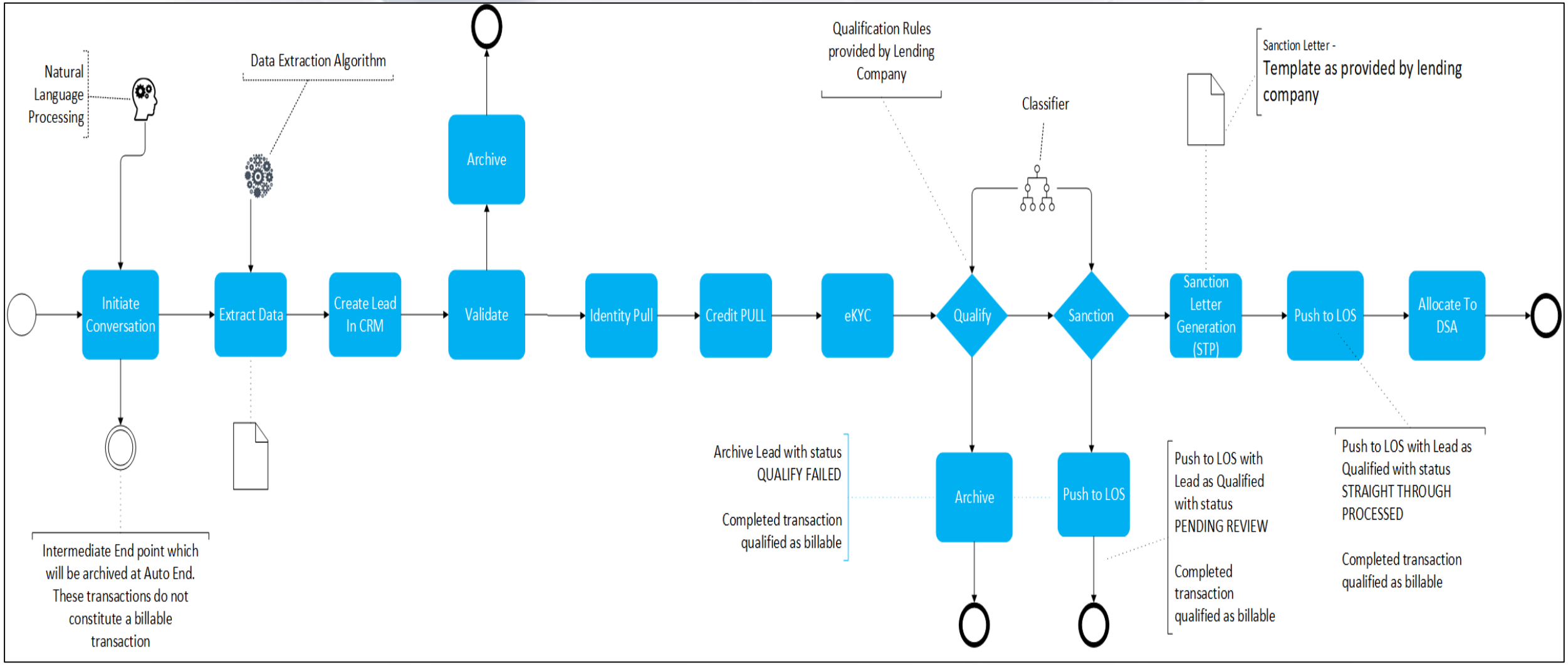
The Lending Flow



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Challenges

- ✓ Conversion time adds to customer drop-offs
- ✓ No real-time elibility check leads to an experience which is not optimal
- ✓ Mis-selling is prevelant due to non guided flows

Solution

- ✓ Customers get real time elibility and credit approvals
- ✓ Guided flows leads to a better product-profile match
- ✓ Customers connect and engage across channels of choice improving stickiness

Benefits

- ✓ Digital and Social channels lead to exponential reach
- ✓ Companies optimize cost on loan provisioning
- ✓ Matching of loan product to profiles add to quality of loans

Measures

- ✓ Cost optimization
- ✓ Conversion quality
- ✓ Percentage opting for self-service mode

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Thank You

Any Question ?
Get In Touch With Us

Devesh Aggarwal (MD)
Email : devesh@compusoftadvisors.com
Website : www.compusoftadvisors.com