



Avanade Banking Accelerator

Accelerate customer engagement, powered by AI

Avanade Banking Accelerator: Accelerate customer engagement, powered by AI



It is a list of packaged **Banking Functionalities**



It is **modular** and it can be adopted and changed partially according to the needs



Reduce costs and the time to market

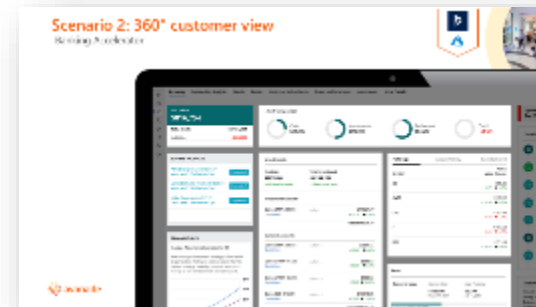


No additional **costs**

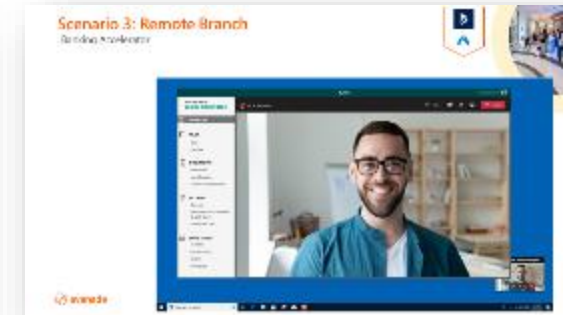
1. Customer Onboarding and KYC



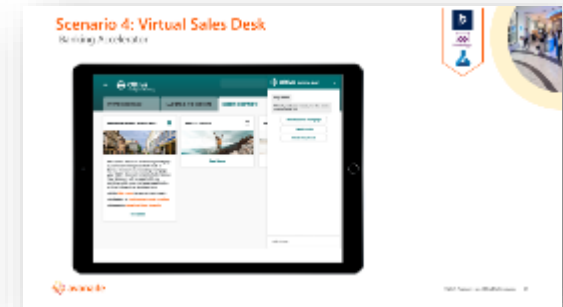
2. 360° Customer Engagement



3. Remote Branch and Advisory



4. Virtual Sales Workbench



Our Banking Accelerator manages interactions throughout the customer journey, supported by our market-leading expertise in Microsoft Dynamics 365 Case Management solutions.



Banking Accelerator: Case Management Spans the Customer Journey



Avanade Case Management Success Stories

CLIENT	SCOPE	APPROACH	OUTCOMES
Global Credit Union	<ul style="list-style-type: none"> • Dynamics 365 • Power BI and Reporting • 20+ Integrations • 4 major functions • 12,000 Unified Service Desk • 1000 Dynamics Users 	Avanade helped the world's largest credit union to deliver digital transformation by embedding our team within the client's business and truly partnering with them in a highly agile program over multiple phases and years.	<ul style="list-style-type: none"> • Multi-year transformation to move to a single source of truth • Decrease in case resolution time • Enabling consolidated platform for delivering business capabilities • Focus on 'single pane of glass experience'
Global Automobile Lender	<ul style="list-style-type: none"> • Case Management • Virtual Agent • Knowledge Management • Secure Email • Omni-Channel Experience • Customer Maintenance • Account Maintenance • Next Best Action • 6750+ Users across 2 organizations 	Avanade established a joint global program structure with the necessary program leadership & governance, application lifecycle and solution management rigor, and focus on scalability & sustainability of a global solution. Further, we brought forward customer service business best practices and IP that drove towards the client's desired goals.	<ul style="list-style-type: none"> • Experience is value added and personalized based on the customer's wants and needs • Engagement is continuous throughout vehicle lifecycle and is always transparent to build loyalty • Convenient, efficient, easy, intelligent • A channel-aware, curated customer experience that carries throughout interactions, across multiple organizations
Federal Financial Agency	<ul style="list-style-type: none"> • Dynamics 365 • Dynamics Portal • Integrations (~10) • Microsoft Azure Government Cloud • 600 active agents 	Avanade worked with this agency in a highly agile manner to deliver the implementation of a highly complex user-centric solution.	<ul style="list-style-type: none"> • Optimize operation of services • Reduce processes from months to minutes • Decommission multiple legacy apps, spreadsheets, emails • Increase internal efficiency
Global Wealth Manager	<ul style="list-style-type: none"> • Dynamics 365 Customer Service Case Management • Integrations • Data Migration • Power BI • Power Apps • Entitlements code 	Avanade partnered with this client to deliver a 12-week planned program to improve their customer service. Using our Banking Accelerator greatly reduced delivery time.	<ul style="list-style-type: none"> • Manage cases using processing flows, tasks/activity templates, and SLAs • Cases created from "gateway" service, email inboxes, and manually • Provide comprehensive view of related data – via integration of either data or system user interfaces – as related data exists in other systems, such as profiles, trade details, and entitlements



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