appian

Connected Onboarding

Connected, automated, and personalized onboarding for faster time to revenue.

For most financial services organizations, institutional onboarding is complex, fraught with risk, and painstakingly slow. It can often take many months to onboard a new customer, and the stakes are high—the longer the onboarding window, the greater the risk of loss of revenue or damage to a high-value client relationship.

A lack of process orchestration, poor visibility, and an inability to adapt to rapidly changing corporate and regulatory environments are all to blame for onboarding woes. As operating models become more distributed and decentralized, demand for a connected, automated, and personalized onboarding experience increases.

Traditional off-the-shelf software solutions and manual processes that rely on spreadsheets and email are not sufficient to address the high risk of non-compliance and loss of revenue inherent in the onboarding process, and they fall short of client expectations. Customers need a flexible solution that mitigates risk, accelerates time to revenue, and empowers business users with complete control of the onboarding journey. If it automates manual steps, increases process transparency, and connects your organization to the client through a secure portal—even better.

Simplify, accelerate, and modernize onboarding.

Appian has been building customized low-code institutional onboarding solutions for the world's largest financial services organizations for more than a decade. Now, the Connected Onboarding solution, built on the Appian Low-Code Platform, leverages these years of industry experience, including rich business logic configuration and integrations with industry-leading data sources for verification and sourcing of client data. Appian Connecting Onboarding is the solution of choice for connected, automated, and repeatable institutional onboardings.

Connected Onboarding delivers a guided experience with streamlined decisioning and zero friction. It integrates with a customer's existing systems and data and provides complete visibility, giving onboarding teams a window to the state of the onboarding process at every step. Connected Onboarding also includes intelligent document processing (IDP) and robotic process automation (RPA) functionality out of the box to increase efficiency and cut back on manual tasks.

A configurable, automated, and extendable solution.

Empowering business users.

- Set up and go live—realize incredible productivity, fast.

- Control defined onboarding tasks for all customer types.

- Configure account, customer, document, onboarding, and product types.

- Predefine initial Know Your Customer screening questionnaire (for richer KYC functionality, check out the Connected KYC solution).

Process control and visibility.

- Respond to bottlenecks in real time with access to the status of all open onboardings at your fingertips.

- Encourage team ownership and accountability— identify team members and action stakeholders that have open and/or delayed tasks.

- Monitor data changes in client profiles over time and reviews required with alert functionality.

Streamlined onboarding experience.

- Intuitively collect data, whether you're an internal or external user.

- Harness robust document management to configure document requirements and review and approval workflows.

- Gain flexible upstream and downstream integrations with existing systems to reduce manual processes.

Self-service client portal.

- Provide a customer interface for clients to enter information, view onboarding progress, and create service requests (service request functionality requires Appian Connected Servicing).

- Access a secure portal to upload sensitive documents.

Intelligent automation.

- RPA bots included for automating human and system tasks.

- IDP included to automate document classification with built-in retraining to improve accuracy.

Data integrations.

- Seamlessly integrate information from other sources to streamline onboarding and reduce the handoffs between systems.

- Integrate with Northrow, Companies House, OFAC, Dunn & Bradstreet, and DocuSign.

Process trends and optimization.

- Leverage data to identify improvement opportunities for key SLAs and customer experience.

- Examine metrics, like how long each onboarding takes or cycle times by person and group, so managers can make improvements.

- Quickly spot bottlenecks or abnormal delays, such as changes to onboarding completion dates or specific task due dates.

With Appian, State Street improved time to onboard by 20% YoY, realized a 30% improvement in operational efficiency, and reduced losses due to errors by 50%.

State Street Global Advisors
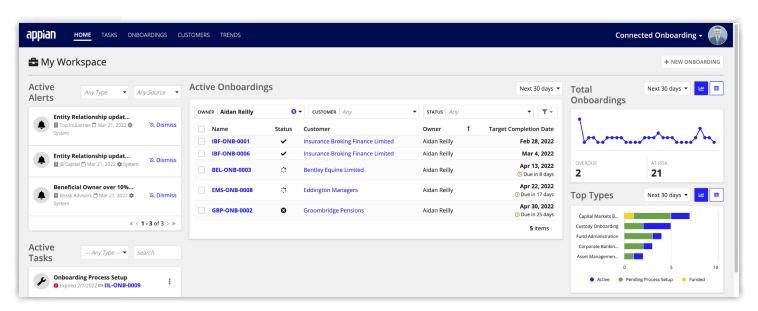
Leaders in financial services trust Appian.

Santander   S&P Global   Invesco   STATE STREET   Nasdaq

Transform your onboarding experience with Appian Connected Onboarding.
Learn more at: **appian.com**