



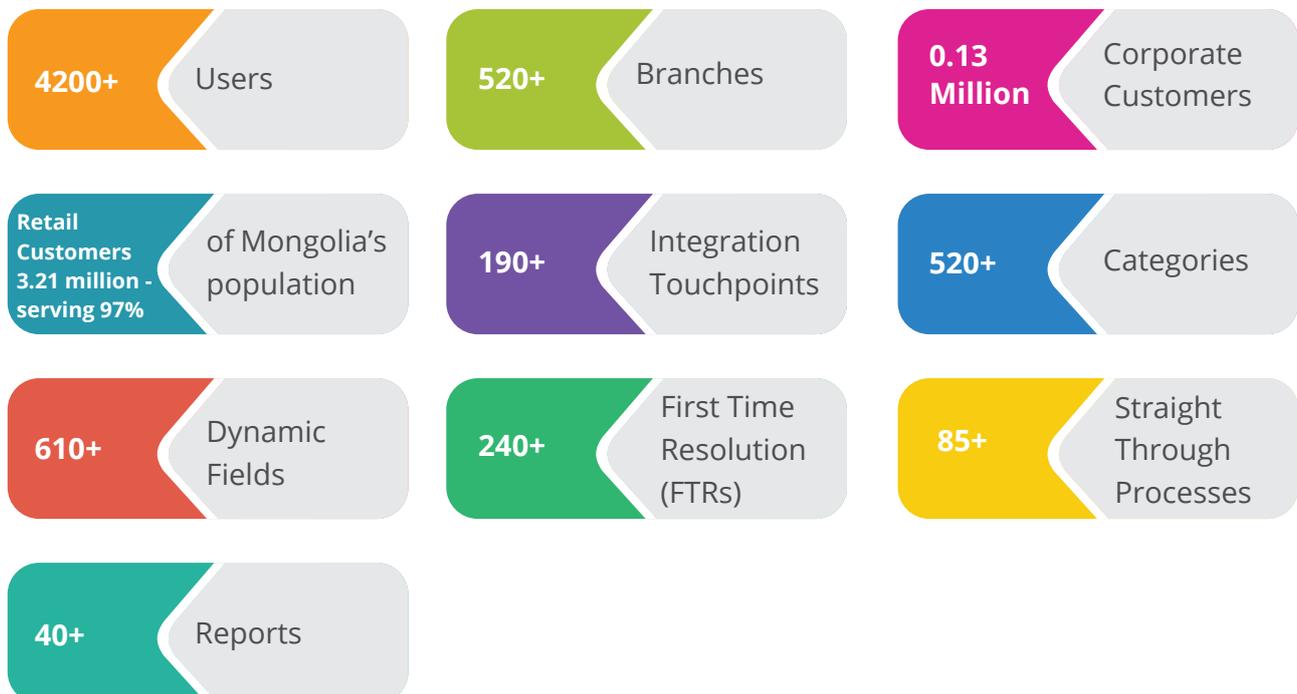
KHAN Bank on CRMNEXT

Leveraging Intelligent Digital Transformation to Power Business Growth and Customer Loyalty

What was Khan Bank missing?

- Service Modernization
- Actionable customer 360 with KYC & Biometrics
- Holistic product 360
- Smarter Activity Management
- Seamless Integrations
- Insightful Reports and Dashboards

Implementation Highlights



Solutions, Delivered

Service Modernization

- CRMNEXT went beyond traditional service implementation to deliver a design scalable for the future
- The platform reduces customer attrition & modernizes customer engagement at Khan Bank with a single view of customer with real-time data centralization
- AI-driven next best actions maximize customer lifecycle value
- Khan bank is now delivering faster fulfillment by connecting front & back-office processes with straight through processes
- Reduce total cost of ownership by leveraging existing tech and measuring the success of automation with AI-powered customer analytics
- 95% platform supported for Mongolian language

Actionable Customer 360 with KYC & Biometrics

- CRMNEXT delivers a single integrated view of the customer for retail and corporate customers, with real time display of product holdings, transactions, interactions, service requests, happiness score, churn score, sentiment analysis and more
- Real time intelligence for superior service delivery powered by a unified Customer Data Platform
- The platform delivers complete KYC with seamless integrations with multiple systems including National IDs, FIU etc.
- Security is enhanced with integrated biometric devices

Holistic Product 360

- CRMNEXT delivers an industry leading master data capabilities for its retail and corporate products
- Products ranged from deposit accounts, loans, cards and more
- Khan bank customers are now delivering rich, relevant and trusted product information across channels and digital touchpoints

Smarter Activity Management

- Khan Bank users can create and run smart meetings that make related tasks actionable and accountable across teams and branches
- Supervisors can track & review meetings planned/scheduled by members for a defined period, follow-ups, and resulting opportunities
- Users can host, manage and share OCR capable documents related to various accounts, leads, cases etc on Pulse
- They can collaborate internally on deals and opportunities via chat, share links and more
- CRMNEXT seamlessly integrates third party document storage drives like Dropbox, Google Drive and ONE Drive

Seamless Integrations

- CRMNEXT takes advantage of new technologies like microservices to fetch information in real time for auto-populating, auto-assigning calls depending on multiple parameters, smart contextual knowledge management and one touch access to information from multiple systems
- The platform delivers complete KYC with seamless integrations with multiple systems including National IDs, FIU etc.
- 2 way integrations with TCS Bancs (Core Banking System), Ameyo (for CTI management), OCH (digital system from Infosys) and more

Insightful Reports and Dashboards

- Khan Banks users can now get 120+ out of box reports or design custom tabular and matrix reports through the UI Report designer in a few clicks
- CRMNEXT delivers out of the box capabilities to display external reports within CRMNEXT. Users can auto-generate, schedule and trigger personalized reports based on roles and permissions via emails from a single report