



Banking

Banking customers expect seamless customer service and fierce protection of their data. But siloed departments and point solutions make it nearly impossible for financial institutions to deliver integrated, automated, anytime-anywhere service for customers and employees. Meanwhile, people-intensive processes drive operating costs ever higher. What you need are self-service tools that empower clients to take a more active role in their financial journey and end-to-end business processes that originate in the front office then automatically engage all necessary stakeholders. Integrated workflows on the back end should orchestrate the right actions to the right people across the front, middle, and back offices and deliver the data needed to get the right actions done. Leveraging a single platform to do this also provides the ability to proactively monitor and address cases that pose a risk of customer abrasion—or any other risk

Enter ServiceNow - The Platform of Platforms

Retail Customer Service Excellence

Automate middle- and back-office processes, including account services, bank lending, common issue resolution, complaint management, and billing and account issues. ServiceNow creates a digital customer service experience with end-to-end visibility that empowers service agents and advisors to focus more closely on customers, driving increased loyalty.

Commercial Customer Service Excellence

Free service agents and advisors to make the right decisions and act faster for clients by automating middle- and back-office processes and common service requests. With ServiceNow, financial institutions can enable customers to self-service common problems and account changes.

Connected Branch

Transform branches to deliver personalized advice and convenient services at a lower cost. With ServiceNow, financial institutions can connect branches and workers with the rest of the bank to ensure systems, facilities, and infrastructure operate whenever and wherever customers need them, and guarantee services are delivered consistently across all bank channels.

Employee Lifecycle and Compliance Management

Create a streamlined employee experience. ServiceNow eliminates paper-based, manual processes through a single system of engagement for requests, events, and compliance. ServiceNow features real-time compliance visibility and alerts through continuous monitoring leveraging platform data and reporting modules.

Operational Resilience

Embed governance, risk and compliance intuitively across workflows, monitor risk in all firm functions, and create real-time reports, alerts, and risk-mitigating activities. ServiceNow can map business services to underlying IT, people, facilities, and third-party vendors to absorb and adapt to shocks. ServiceNow can automate the response to breaches based on business impact and keep up with regulations, manage change effectively, and reduce the cost of compliance.

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