



Customer Success Story

Customer Satisfaction Rating:





Integrated Workflow

CIB – Digital Onboarding



CUSTOMER OVERVIEW

*Standard Bank is one of South Africa's largest banking institutions and have domain in several other African Countries.
Standard Bank CIB's core focus is servicing their Corporate clients with the best possible solutions*

CUSTOMER COMPANY PROFILE

LOCATION:	Johannesburg, Gauteng, South Africa
EMPLOYEES:	+ - 25 000
INDUSTRY:	Banking/Financial
Solution(s):	Digital Client Onboarding – Salesforce API
GO LIVE DATE:	

Challenge	Solution	Results
<ul style="list-style-type: none"> We solved for Digital Onboarding, but we needed to effectively channel the information and documentation to the relevant internal team to validate? 	<ul style="list-style-type: none"> Through the use of an API into the Salesforce org we were able to retrieve existing client information Subsequently it made the process for clients much faster to onboard an entity in their organizational structure. With every amendment made by the client, we published the information to Salesforce via the API and generated a Salesforce Workflow to our KYC Team. The KYC team utilizes the Workflow to verify Details changed, followed by any documentation that have been uploaded. 	<ul style="list-style-type: none"> Better Turn-around time for the client. Internal staff are pleased with the clean way of data retrieval.