

Transforming Customer Experience with Salesforce

1. Partner with us to unleash full potential from Salesforce & enhance your Customer Experience

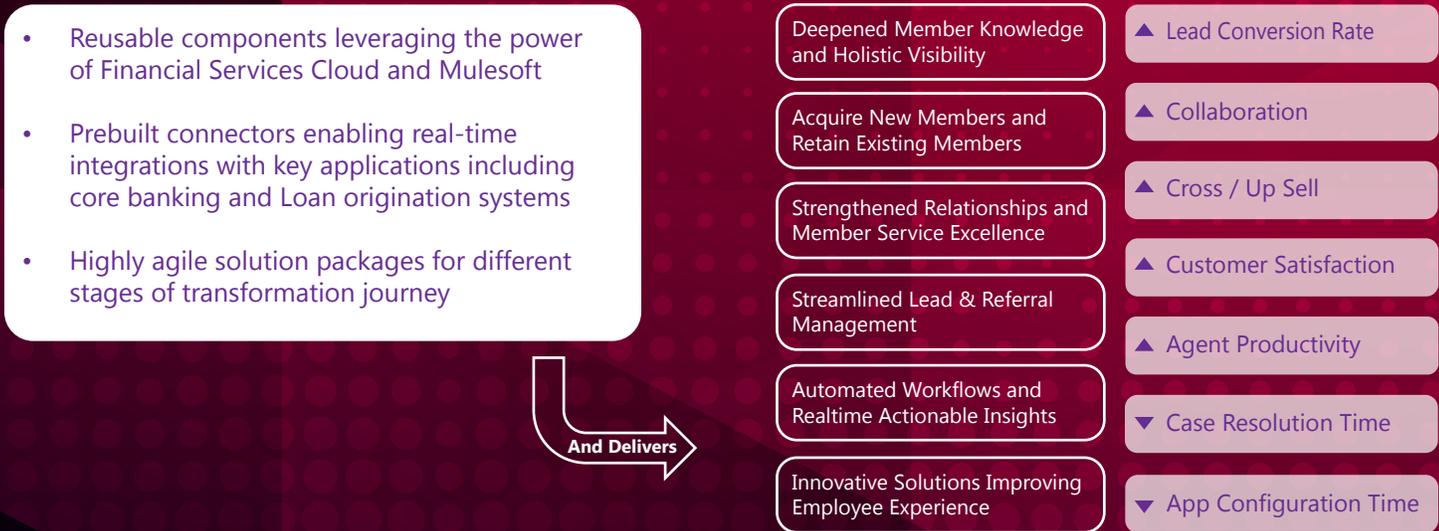
Benefits realized by Our Clients

<p>Smart Outreach with Intelligent Sales</p> <p>Increasing top line through data driven precision marketing and intelligent sales</p>	<p>Optimized Digital Onboarding</p> <p>Transforming customer onboarding through personalized and enhanced digital experiences</p>	<p>Connected Servicing</p> <p>Empowering call centers with seamless connectivity and intelligent insights to improve productivity and customer satisfaction</p>	<p>Unified Banking</p> <p>Harnessing the power of Salesforce through connected core and loan origination applications for accelerated growth</p>
--	--	--	---

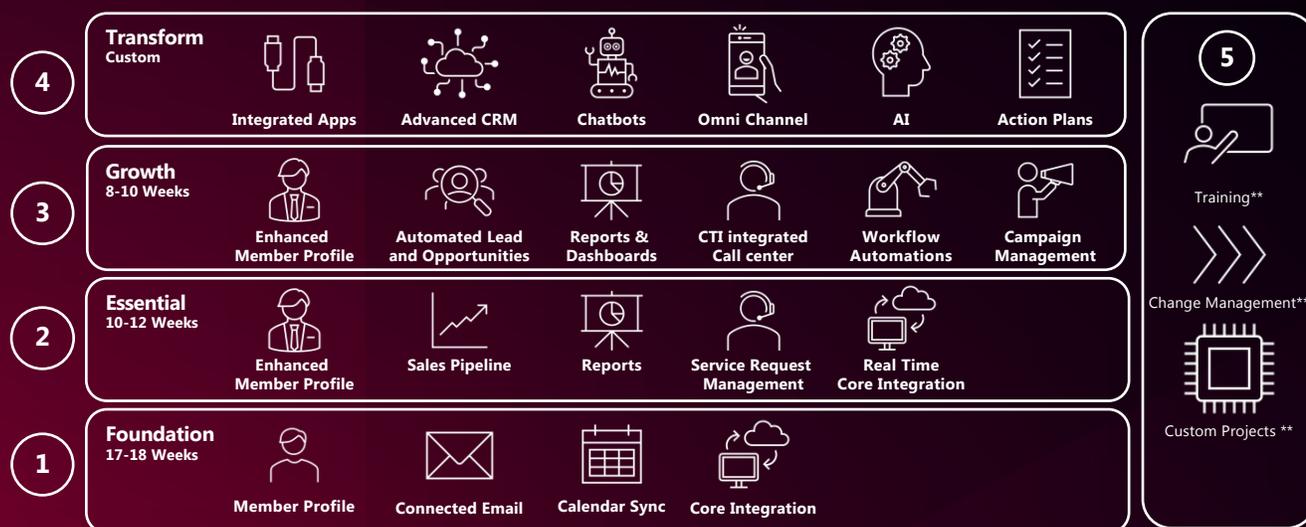
2. Many Financial Institutions are unable to realize full potential from Salesforce



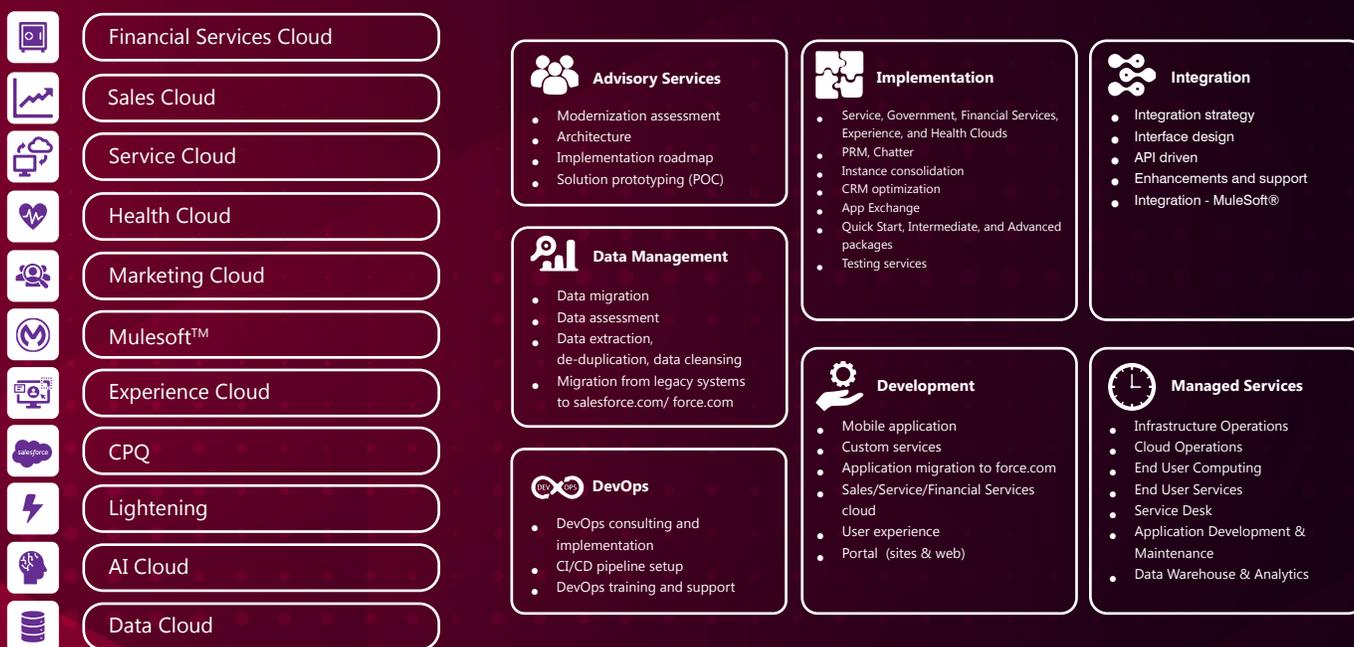
3. Infinite's Salesforce Practice delivers frictionless Salesforce journey for Banks & Credit Unions



4. Our Packages with Prebuilt Connectors and components to accelerate your Transformation



5. Our Salesforce Offerings At-a-Glance



6. Case in Point

Infinite delivered Salesforce powered digital transformation for a large credit union by harnessing Financial Services Cloud. Infinite implemented Member 360, Einstein and Mulesoft based integration with banking applications. This led to streamlined business processes, enabled single view of customer with Member 360° resulting in ~20% reduction in call handling time, Optimized member verification time by ~30% and enhanced customer experiences.

Infinite partnered with a large Credit Union to integrate Salesforce to its core ensuring minimal disruption to business. Infinite developed a real-time data exchange, enabling service reps to obtain account information in real-time, achieving true 360-degree client view.

Infinite delivered Salesforce driven integrated Vendor management solution for a Regional Bank helping them in migration from Salesforce Classic to Lightning, development of Partner community on Salesforce Experience Cloud, Workflow driven integration to Third-Party vendor platforms, development of automated decisioning processes & Integration of Salesforce with other Applications. The solution created seamless vendor experience, reduced vendor verification time from 30 minutes to 5 minutes, and deal decisioning turnaround time from 1 hour to only 10 minutes.

And Many More...



About Infinite

Infinite is a global leader in digital engineering and IT services, with over two decades of experience helping clients in digital transformation and creating business value.

Our Offices



■ Corporate Headquarters
■ Delivery Centers

Services

- Business Transformation
- Digital Transformation
- Cloud Migration & Modernization
- Product Engineering
- Business Process Automation
- Infrastructure Management
- Application Management
- DevSecOps
- Enterprise Analytics
- AI/ML
- Testing and QA Services
- Product Implementation Services

<p>\$1B+</p> <p>FY 2023 Revenue</p>	<p>16000+</p> <p>Global Employees</p>	<p>20+</p> <p>Delivery Centers across Onsite, Nearshore and Offshore</p>	<p>150M+</p> <p>Lives touched</p>	<p>400+</p> <p>Customers</p>
--	--	---	--	-------------------------------------

Infinite helps Financial Institutions meet rapidly changing customer expectations, exploit disruptive business models and new technologies, become more efficient and resilient, and navigate uncertainty, risks and regulations. We deliver this with our “NextGen” Domain, Digital, and Platform Engineering services.

The Infinite Difference

Strong domain expertise across banking, payments, lending, asset management and insurance built from years of experience in designing and building business platforms for Fintechs and other clients. This enables us to deliver tangible business and transformation outcomes thereby delivering **greater value**.

Our deep product, engineering and platform capabilities including architecture, design, build, integration, automation, DevOps and CloudOps. This enables us to deliver next gen business platforms and data driven customer experiences thereby delivering **speed to value**.

Meeting clients’ needs with cost effective offshore, nearshore, and onshore teams, deep engineering talent, and flexible and Innovative engagement models from augmenting teams, end-to-end managed services, and outcome-based engagements. This enables us to **deliver value efficiently and predictably**.

For more information, please contact: askBFSI@infinite.com
Visit us at www.infinite.com/banking-financial-services-and-insurance/