

Factsheet – Unified Corporate Portal

Bringing a seamless digital experience to corporate customers

Powered by Finastra Corporate Channels

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As well as helping us to offer a seamless, consolidated user journey for our corporate customers across almost any device, Finastra Corporate Channels has greatly reduced the time-to-market for future digital banking enhancements."

Shekhar Bhandari

President, Global Transaction Banking, Kotak Mahindra Bank

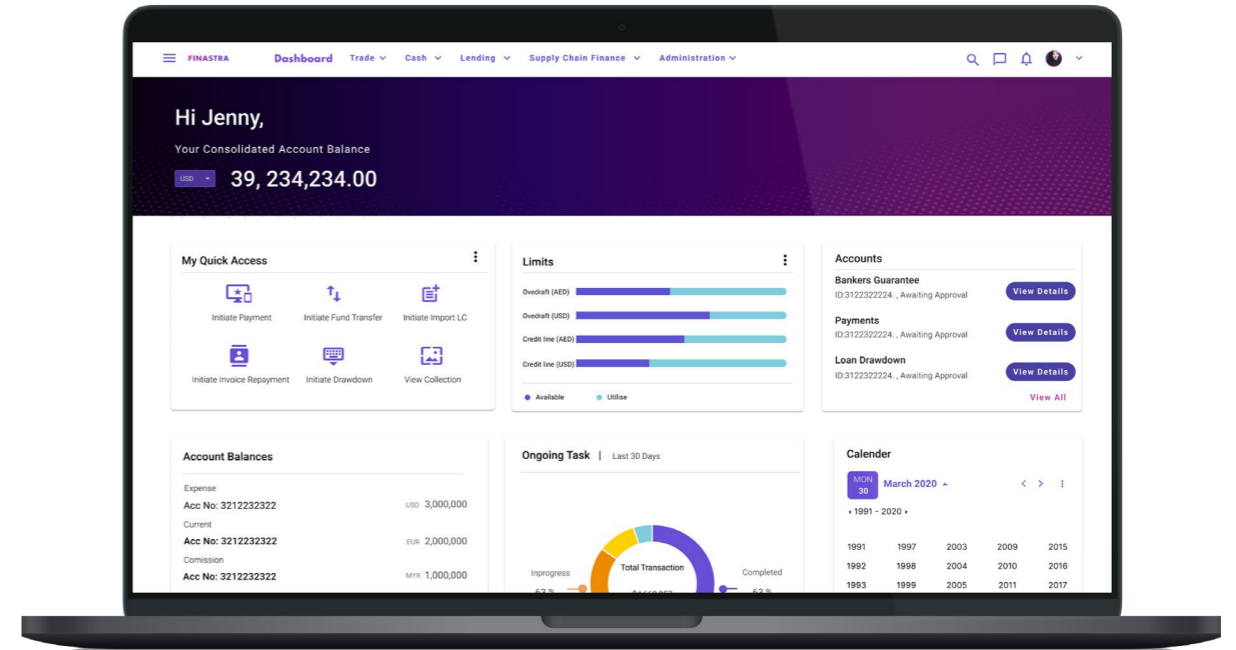
The Unified Corporate Portal is a digital engagement platform which enables banks' corporate and SME customers to transact seamlessly across products, and analyze and visualize data in one place.

The portal is powered by Finastra Corporate Channels and leverages APIs and deep linking to bring Finastra and non-Finastra applications together for a frictionless customer experience.

Focus on the user experience

Today, corporate customers are interacting with banks on more channels and devices than ever before, which often leads to a disjointed customer experience and a fragmented user journey.

In a recent report¹, Celent notes that "Enhancing the digital experience is a clear priority for many banks and will become increasingly important. They will increasingly become the rails required to deliver future digital products and innovations, making the question perhaps not if but when to invest".



Business growth

Banks are looking to expand their business through digitization, increasing the range of products and services offered to the corporate customer using self-service portals.

Balancing profits and costs

Banks are concerned with high transaction costs and looking for ways to lower the "cost to serve" for corporate and SME clients.

Finding the edge

Offering a single, integrated portal to manage corporate banking needs is an important differentiator for banks to gain a competitive edge.

A single portal eliminates the need for multiple logins and disparate user interfaces, offering a more unified and seamless user journey. As the recent Celent report¹ notes, "Customer engagement is leading the way and financial institutions are focusing their investment budgets on winning greater share of their customers' revenue. To respond to increased competition, banks should consider the strategic options in the open ecosystem to add stickiness to their clients."

Finastra's Unified Corporate Portal provides a single digital portal that banks can leverage to enhance their customers' experience by reducing complexity and friction.

Common challenges of the digital experience journey



Disjointed user experience

Multiple customer-facing portals for each service or product – with no single view of transactions – leads to a fragmented user experience



Technology silos

With each portal maintaining its own set of processes, interfaces and datasets, it's difficult to enhance the user experience



Fragmented ID ecosystem

A digital ID ecosystem with limited overlapping IDs makes it hard to match users across portals and provide a single view of transactions



Decentralized data

Distributed user activity and transaction data across portals presents challenges for banks in unifying and analyzing data for personalized user journeys

Unified Corporate Portal: Key features



Omnichannel experience

Standardized user experience with a single point of authentication across Finastra and non-Finastra applications which provides a digital front-end for existing back-office applications.



Static and business data in one place

Single interface to consolidate data across customer portals, back-office and core banking applications and to manage corporates, users, roles, counterparties and beneficiaries.



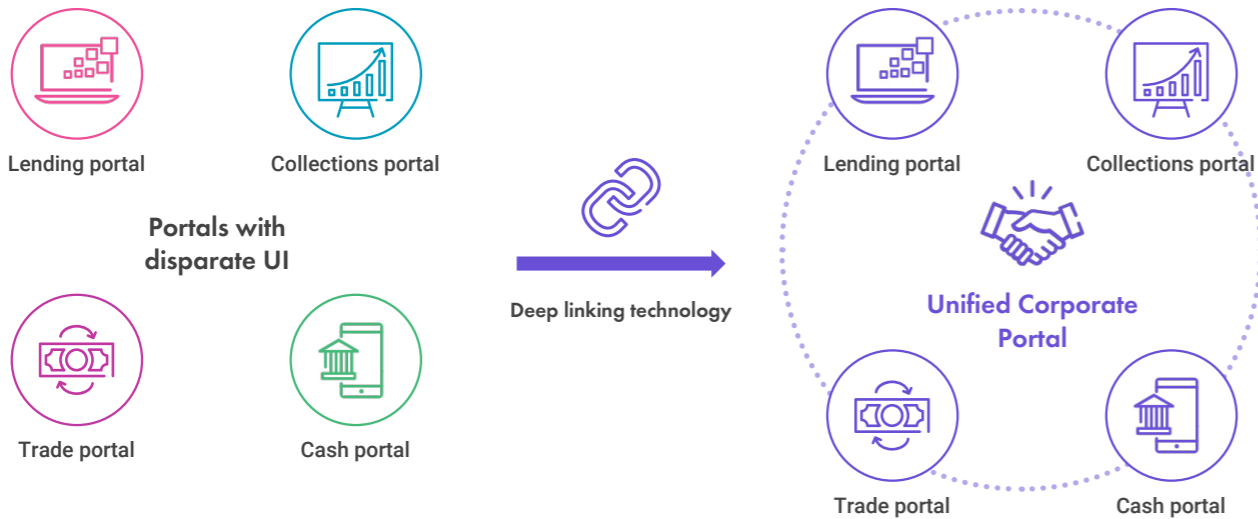
Open APIs and deep linking

Standardized REST APIs and deep linking capability provides a quick and easy way to bring new products and services to the corporate self-service portal.



Modular services

Highly personalized interface with modular dashboard, widget library and an enhanced software development kit (SDK) that provides flexibility to interface with multiple applications and portals.



Finastra's Unified Corporate Portal harnesses the power of the Corporate Channels framework, enabling banks to build a seamless experience for their corporate clients spanning account services, payments, trade, supply chain finance and lending.

Open architecture

Leveraging open APIs, banks can unify data across multiple, product-specific portals, back-office systems, and data warehouses to create a single view of transactions, positions and balances for corporate treasurers, driving operational efficiency and self-service.

Seamless navigation

In addition to the collection and centralization of data, the portal offers deep-linking capabilities which enable users to seamlessly navigate from one portal to another, maintaining the same look and feel. All the key information related to different business areas can be viewed and accessed through a common dashboard.

Personalised interface

The portal offers a rich user experience, with features such as dashboard personalization, widgets library and notifications, enabling users to personalize the interface according to their business needs and preferences. The widgets allow users to easily visualize different type of information and take quick actions.

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Finastra Corporate Channels is the best tool to support our corporate banking development goals because it offers all the features we were looking for. In addition, the solution gives us the flexibility to scale and to integrate with other solutions via APIs, quickly and easily."

Shekhar Bhandari
President, Global Transaction Banking,
Kotak Mahindra Bank





Finastra's Unified Corporate Portal puts the end user at the core, helping banks optimize the digital engagement experience for their corporate and SME customers.



Improved customer stickiness

- Better experience through unified portal, standard client journeys, and easier onboarding process
- Self-service capabilities for standard products and services
- Enhanced visibility on own data and transactions



Increased cross-sell opportunities

- Consolidated data and better analytics to drive lead generation, next product to buy
- Broader offerings e.g. easy bolt-on supply chain capabilities with third-party integrations



Lower cost to serve

- Digital front-end for existing legacy / back-end applications
- Increased middle and back-office productivity because of more self-service
- Enhanced operational visibility on client requests and SLAs

Delighting customers with a frictionless corporate banking experience

With Finastra Corporate Channels supporting its corporate banking solutions, Kotak Mahindra Bank can stay ahead of the curve of digital banking innovation.



Kotak FYN – a one-stop solution for business customers built using the new Unified Corporate Portal from Finastra



Seamlessly integrated digital user journeys across business segments for a plethora of banking applications including third-party, bank-owned and Finastra offerings



Successfully live with phased implementation across trade, account services, payments, collections and loans



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In the first 6 months after go-live, 50% of transactions are now digital – and we expect this figure to rise to 70% in the months ahead.

Shekhar Bhandari
President, Global Transaction Banking,
Kotak Mahindra Bank

About Finastra

Finastra is a global provider of financial software applications and marketplaces, and launched the leading open platform for innovation, FusionFabric.cloud, in 2017. It serves institutions of all sizes, providing award-winning solutions and services across Lending, Payments, Treasury & Capital Markets and Universal Banking (digital, retail and commercial banking) for banks to support direct banking relationships and grow through indirect channels, such as embedded finance and Banking as a Service. Its pioneering approach and commitment to open finance and collaboration is why it is trusted by ~8,600 institutions, including 90 of the world's top 100 banks. For more information, finastra.com

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