

Supercharge growth with fresh banking experiences



Win customers with that-was-easy banking people love

What does it take to deliver amazing digital banking experiences? Hint: It's not just design. Amazing happens when you align experience creation and the way teams work with customer-centered banking journeys. That's how you win and keep customers.

What do your customers want? Ease. You risk losing customers unless you can deliver the same level of ease they get from other digital experiences. Continuous reshuffling of a digital banking façade isn't enough. It's time to base digital experiences on true customer needs and motivations. The process starts with user research that guides experience design. Then, you use modern technology and ways of working to deliver the experiences customers want – over the long term.

Start now and go fast

The recent pandemic accelerated the shift to digital banking. And FinTechs have thrived by offering banking that attracts people with customer-centric experiences and simplicity. But you're not far behind. You know banking. And you can take steps to propel your bank ahead of the pack to offer the wow experiences customers want.

At Amdocs, we put banks on the fast path to amazing experiences. We tackle the digital banking experience with an end-to-end approach. It's about powering user research, compliance, and technology muscle with talented teams and modern operating models. You succeed sooner by accounting for customer wants and regulatory factors from the start. Your empowered teams make the process continuous.

True digital-first banking

Reshape digital banking experiences – and the technology and ways of working behind them – by removing obstacles. With end-to-end modernization, you:

- Rely on in-depth research to create experiences customers and employees love
- Personalize banking to match customer wants and motivations
- Win new customers and retain and upsell existing customers
- Empower your team to catalyze growth with agile workflows
- Cultivate a skilled workforce by embracing the ways of working talented people prefer

Fewer silos, compliance excellence, and better experiences

A banking leader chose Amdocs to build smooth experiences and processes. Human-centered design, faster workflows, and empowered teams led to a 500% increase in app release frequency. Customer satisfaction surged thanks to 90% faster app load times and 50% higher deposit accuracy. And regulators cheered when the bank ended a multi-year compliance backlog.

Let's make banking amazing

Leap ahead with help from Amdocs. Lead by creating superior digital experiences that engage customers wherever they are – fast and seamlessly. We work with banks that make banking amazing by anticipating customer needs, personalizing banking, and getting ideas to market in real time.

What can we do for you?
Visit amdocs.com/solutions/financial-services to learn more.