

Capital Markets Client Onboarding Solution

Deliver a robust onboarding process with risk- and compliance-enabled capabilities for new capital market customers.

Client onboarding for capital markets is a complex undertaking encompassing numerous tasks across multiple teams and systems. Today, many onboarding processes are overly reliant on manual tasks and checkpoints, resulting in limited visibility and a poor client experience.

With digitization, firms are able to streamline, automate, and properly document every part of the onboarding lifecycle. Going digital, however, isn't easy—particularly in complex and highly-regulated sectors such as capital markets. Building custom software requires enterprises upgrade and integrate multiple legacy systems, comply with an evolving patchwork of oversight, and compete for scarce IT talent. Factoring all these challenges together, developing enterprise software can be a painfully inefficient affair with 85% of projects going over schedule and 70% of large-scale digital IT programs failing to even reach their stated goals. This is where Unqork's enterprise no-code application platform can be a game changer.

No-code offers a number of inherent advantages over other development approaches. For one, no-code platforms come “out-of-the-box” (or, out of the virtual SaaS box) with all the toolsets and elements necessary to build and manage a robust application (e.g., front end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they're all components of the same unified platform, everything just works together in instant harmony. This means organizations can devote all their resources to addressing business challenges instead of technical ones.

Unqork's Client Onboarding Solution helps firms automate and systematize client onboarding processes from end-to-end. The solution fully digitizes and streamlines client information-gathering workflows and efficiently organizes data into a unified system. Tasks can be intelligently routed to appropriate owners for review & approval and key KYC and regulatory processes can be executed in a fully digital (and therefore efficient and auditable) manner.

The result is an elevated client experience, reduced onboarding costs, and improved risk decisioning due to streamlined processes, increased productivity, and improved data quality.

Key Benefits

- **Improved client experience:** Deliver a better, faster digital experience for your clients with self-service functionality including automated document intake
- **Standardized processes:** Establish a standard and scalable process for internal and external stakeholders
- **Accelerated onboarding times:** Speed-up your onboarding processes by integrating with internal and external systems to minimize manual data entry
- **Reduced risk:** Capture all pertinent financial information to support your risk mitigation efforts
- **Increased transparency:** Empower employees with dashboards, status tracking, and real-time notifications to improve management of onboarding operations
- **Greater flexibility:** Easily make adjustments to address changing regulations or processes changes, and keep up-to-date with onboarding best practices

Key Capabilities



Seamless Integrations

Easily link internal and external systems to capture prospect legal and financial information with minimal manual data entry



Parallel Workflows

Concurrent workflow orchestration to reduce overall onboarding time



Rule-Based Processes

Automate rule-based process to route to the appropriate approval framework



Centralized Document Management

Eliminate paper-based processes through customer document uploads, auto-generated PDFs, and electronic signatures functionality



Real-Time Notifications

Events can automatically trigger notifications within the application or delivered via email or SMS



Centralized Visual-Based Tracking

Monitor and manage task status through user-defined grids and charts with filtering capabilities

SUCCESS STORY

A Global Investment Bank transformed its onboarding process in just 18 weeks using only 4 FTEs

A Global Investment Bank sought to upgrade its existing onboarding process to address evolving business challenges and meet rising customer expectations for service. Its existing solution was highly manual, difficult to manage, and lacked centralized controls.

Using Unqork, the firm developed a digital solution with tailored interfaces for all key stakeholders (e.g., administrative, operations, compliance, etc). The solution seamlessly integrated with internal and external systems to automatically ingest and verify data related to entity, KYC, and suitability workflows. The solution included a modern client-facing portal that empowered clients to independently upload information and documents with little-to-no intermediation.

- Delivered MVP in 18 weeks with only 4 FTEs
- Improved client user experience
- Accelerated time-to-revenue
- Reduced back-and-forths with clients
- Elimination of paper-based processes
- Reduced operational overhead via improved back-end efficiencies
- Reduced risk with centralized, automated controls

About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Companies like Liberty Mutual, Goldman Sachs, and John Hancock are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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