

# Institutional Onboarding for Financial Services

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



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

Unqork's **Institutional Onboarding** solution helps firms automate and systematize institutional client onboarding processes from end-to-end. The solution provides a centralized platform that is fully integrable with internal systems, data aggregators, and rules providers. The solution fully digitizes and streamlines client information-gathering workflows and efficiently organizes data into a unified system. Tasks are intelligently routed to appropriate owners for review & approval, while key KYC and regulatory processes are 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. Even better, since Unqork powers the platform, the same acceleration that contributes to rapid initial builds can be applied throughout the software lifecycle, which means you can quickly evolve your solution to address any changes in the marketplace (e.g., new regulatory requirements) or to improve the customer journey.

## Key Benefits

- ✓ **Greater Flexibility to Support Multiple Business Lines:** Customize the onboarding process for specific requirements across capital markets, commercial banking, and asset management lines of business
- ✓ **Accelerated Onboarding Times:** Speed-up your onboarding processes by 75% by integrating with internal and external systems to minimize manual data entry
- ✓ **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 by reducing manual processes by up to 50%
- ✓ **Reduced Risk:** Slash redundancies and amount of rework with automated decisioning and data quality checks
- ✓ **Increased Transparency:** Empower employees with dashboards, status tracking, and real-time notifications to improve management of onboarding operations



## Key Capabilities



### Real-Time Notifications

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



### Streamlined KYC

Consolidate and normalize disparate KYC data and documents into a single interface to quicken risk reviews



### Parallel Workflows

Concurrent workflow orchestration to reduce overall onboarding time



### Rule-Based Processes

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



### Digital Onboarding Entity Portals

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



### Seamless Integrations

Easily link internal and external systems to capture prospect legal and financial information via turnkey integrations with providers such as LexisNexis, Arachnys, Salesforce, etc.



### 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 20 weeks using only 4 FTEs

A Global Investment Bank sought to upgrade its existing onboarding process to address the highly manual client servicing processes that created long turnaround times, a poor experience for clients, and an increased administrative burden for front-office teams. The 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 integrates internal and external systems to automatically ingest and verify data related to entity, KYC, and suitability workflows. Clients were empowered to independently upload information and documents with little-to-no intermediation via external-facing portals.

## 20

Number of weeks to go from ideation to production

## 75%

Acceleration in client onboarding times

## 40%

Reduction in operational costs

## 100%

Elimination of paper-based processes

## 80%

Decrease in development resources compared to traditional code-based approaches



## Unqork and the No-Code Revolution

**No-code is a new class of cloud-based development platform that empowers organizations to rapidly build robust enterprise-grade software without writing a single line of code.** Advanced no-code platforms such as Unqork 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 works together in instant harmony. With no-code, organizations can devote all their development resources to addressing business challenges instead of technical ones.

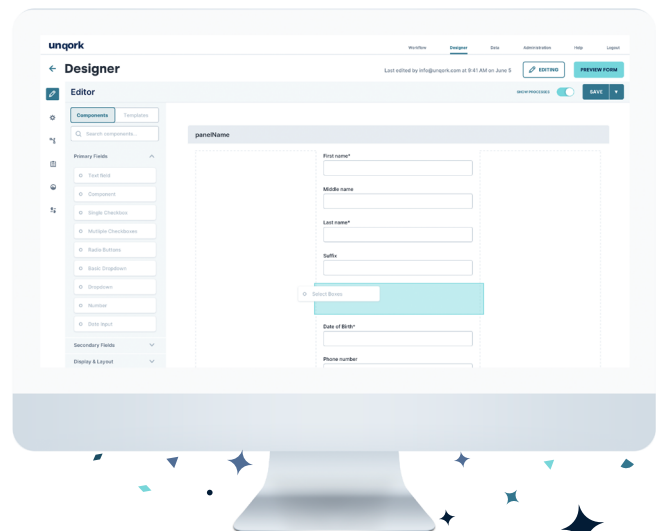
Also, by eliminating the need to write code from the building process, no-code expands the scope of who is doing the development. In a no-code platform, users (or **‘Creators’** as we refer to them at Unqork) build applications by drag-and-dropping configurable elements representing both user-facing features and back-end application logic. While modern programming languages (Java, Python, etc.) can take a year to learn and a decade to master, no-code can be picked up in **just a few weeks**, making development more collaborative and recruiting more flexible.

### Unqork: the World's First Enterprise No-Code Application Platform

Unqork is specifically designed to address the challenges of the world’s most complex and regulated service environments, including **financial services, insurance, healthcare, and government**. We levy decades of industry-specific experience from our in-house experts to take on each sector’s most critical challenges.

Unqork has backing from some of the world’s most disciplined investors, including Goldman Sachs, Capital G, and BlackRock. Our technologies have been adopted by leading organizations, including Liberty Mutual, Marsh, Pacific Life, Goldman Sachs, and the city of New York, just to name a notable few.

Our clients can achieve unparalleled speed and flexibility in their development function while requiring a fraction of the resources. We can deliver these benefits through:



#### A Unified SaaS Platform

Unqork boasts dozens of components and capabilities related to **compliance** (up-to-date rules engines for FATCA, UK CDOT, Dodd-Frank, and more), **security** (native encryption, RBAC, and crowd-sourced penetration tests), and **application management** (SDLC governance, historic versioning, and module management).



#### A Visual UI

Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



#### Enterprise-Grade Standards

Unqork comes with enterprise-ready compliance (e.g., SOC2, GDPR, Privacy Shield compliant, etc.). We have complete security capabilities, including proprietary RBAC solutions, and we provide BCP and DR support for applications built on our platform.

### Curious about no-code for your organization?

Get in touch to [schedule a demonstration](#) from one of our no-code experts.

Contact Us