

Online Customer OnBoarding

The New Digital Era...



We orchestrate your Digital Transformation



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Market Trends & Metrics | Customer Experience

Experience should be top priority so that more customers are engaged with the organization

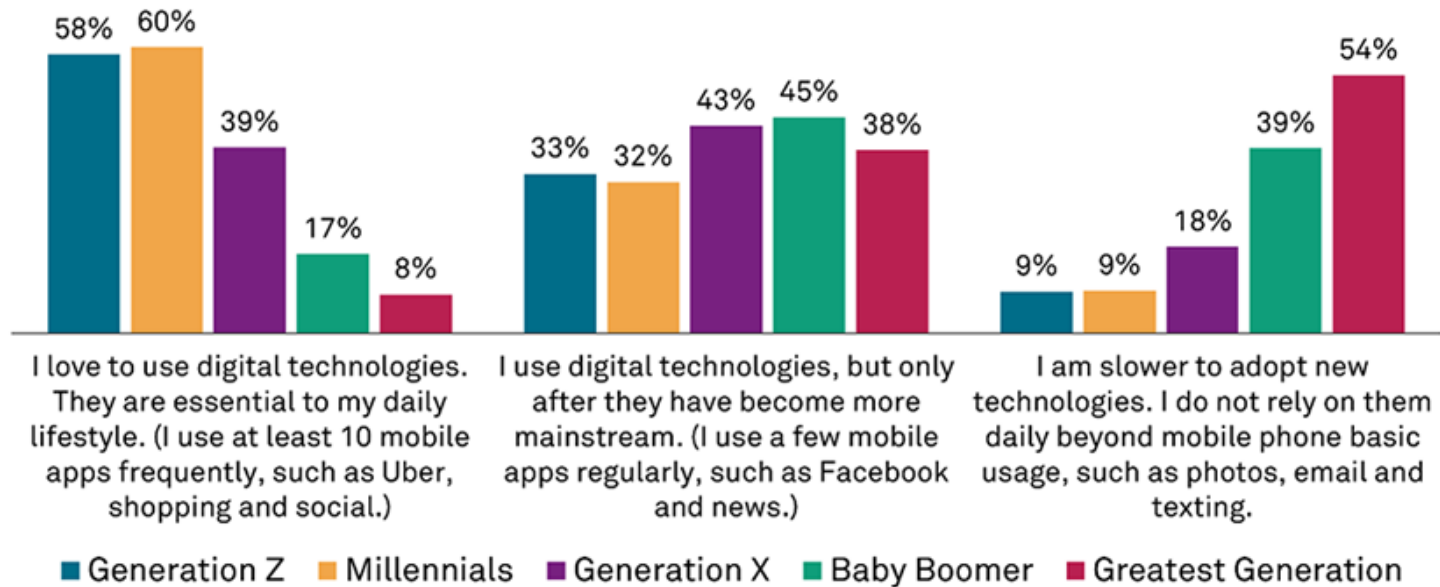


* Source: Customer Service Experience magazine

Market Trends & Metrics | Generations vs Digital Experiences

New Generations are much more digital than previous ones and it is essential to digitally transform for them

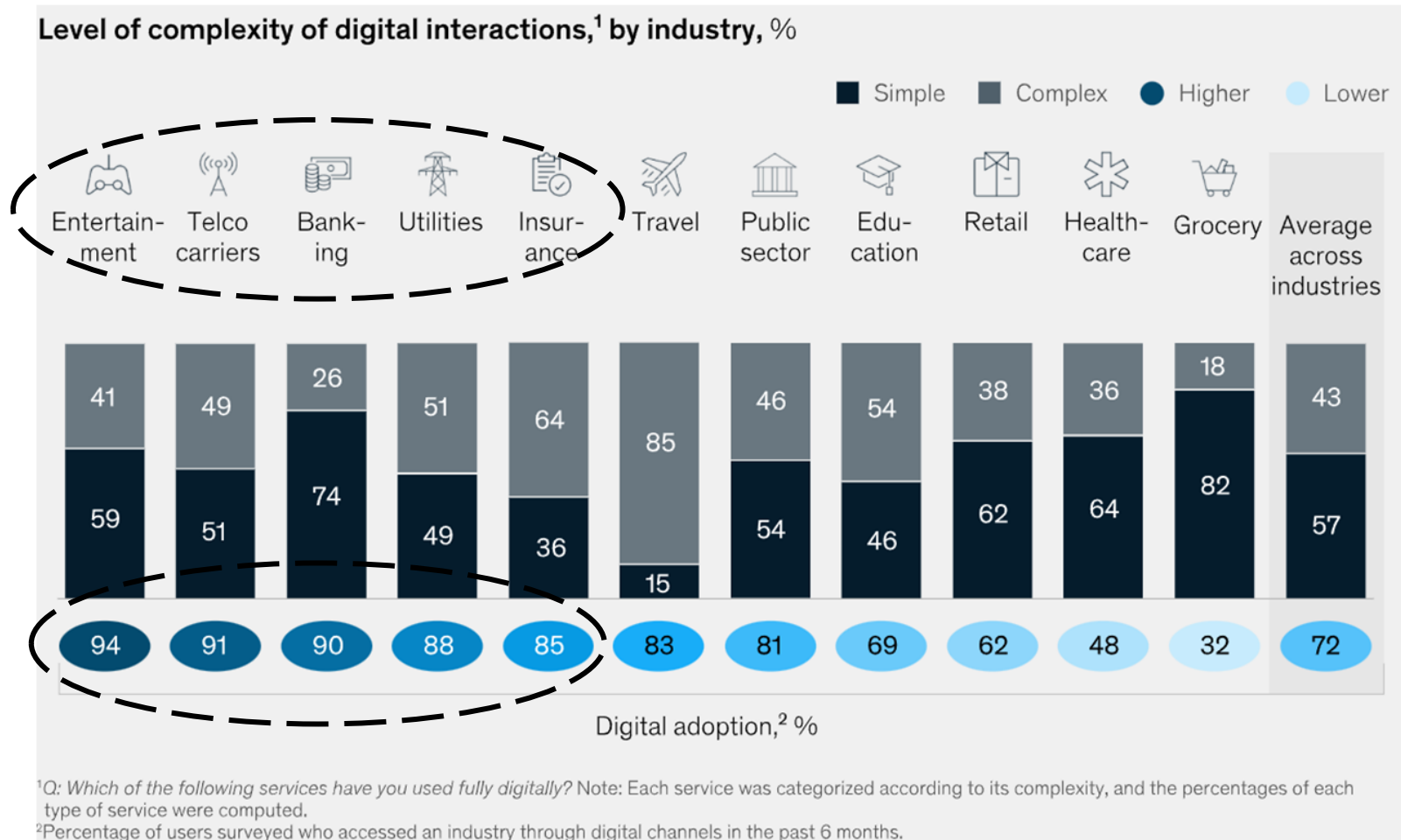
Which statement best describes your attitude and behavior toward digital experiences?



* Source: S&P Global

Market Trends & Metrics | Level of complexity per Industry

Financial Sector, Telecommunications, Utility and Online Betting Providers are already digital



* Source: McKinsey Global Digital Sentiment Insight Survey

Market Trends & Metrics | Digital Onboarding Adoption Statistics in Greece



Favourite Channels

80%
MOBILE APP



80%
WEB PORTAL



30%
BRANCH / POS / ONLINE KIOSK



Customer Journeys Steps

100%
DYNAMIC SELFIE



75%
VIDEO



50%
E-SIGNATURE



Other characteristics

95%
GREEK IDs



80%
24x7 SLA



100%
COMPLIANT WITH LOCAL REGULATION

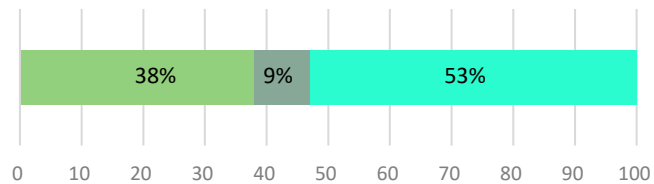


6
DIFFERENT
MARKET
INDUSTRIES

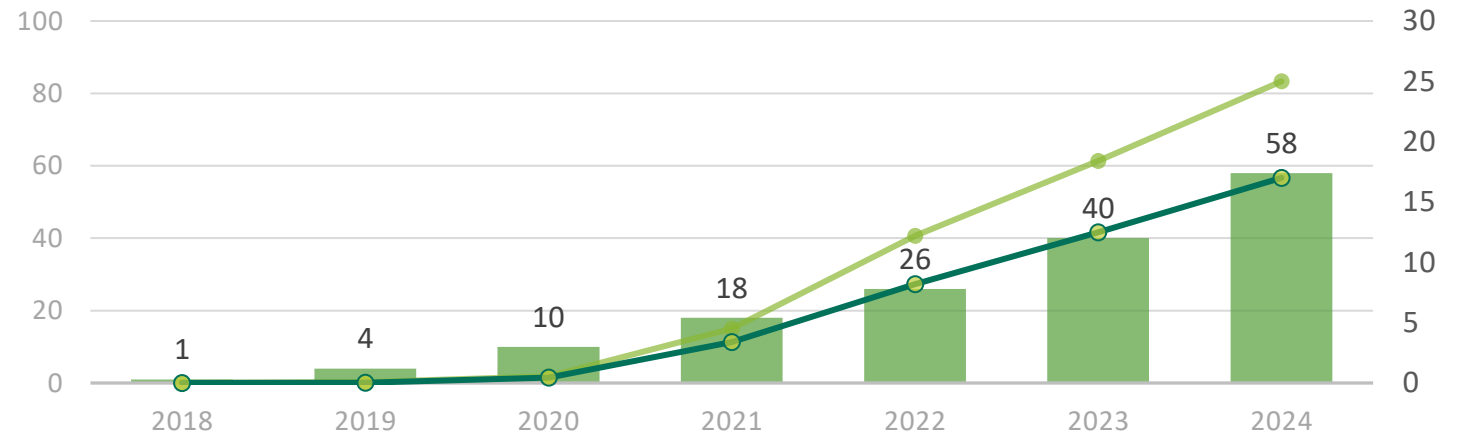
3
CUSTOMER
JOURNEYS
PER CUSTOMER

62%
TRANSACTIONS
GROWTH
LAST YEAR

Finance - Telecom - Other



Number of Customers



Basic Considerations & Requirements | Regulations and Standards

There are many areas in compliance that should be always considered as mandatory

Remote Identification

Verification Types

- ✓ Dynamic Selfie with Liveness
- ✓ Video Verification with Experts
- ✓ Critical Outsourcing

Technologies

- ✓ Artificial Intelligence
- ✓ Biometrics
- ✓ Anti-Spoofing
- ✓ Machine Learning
- ✓ Agent Portal aligned with relevant Acts
- ✓ Fraud Detection

Tools

- ✓ Authenticity Controls
- ✓ PRADO Integration
- ✓ Video & Logs
- ✓ SMS OTP Authentication
- ✓ Deepfakes

Critical Outsourcing

- ✓ GDPR
- ✓ Business Continuity
- ✓ Contingency Plan
- ✓ Disaster Recovery

Regulation Standards



New EU Guidelines



Business Continuity

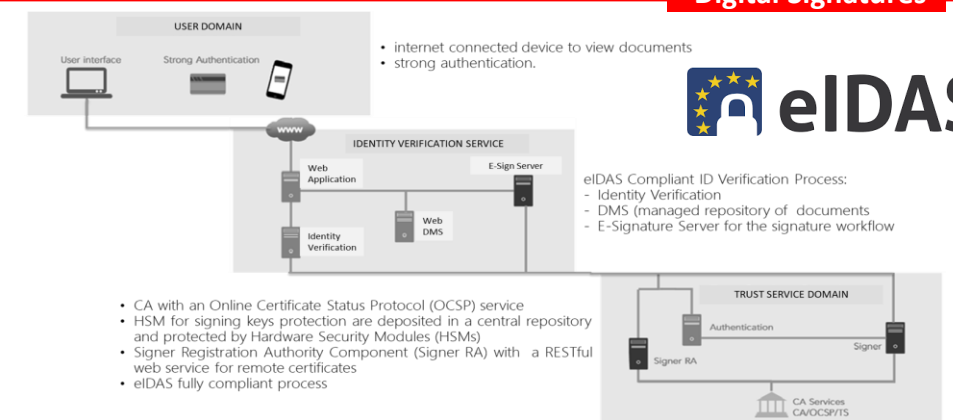
- Business Impact Analysis
- Risk Analysis
- Business Continuity Plans
- Risk Analysis
- Informing critical partners and customers
- Disaster Recovery Plans
- Disaster (Alternative) Sites

GDPR

GDPR Guidelines

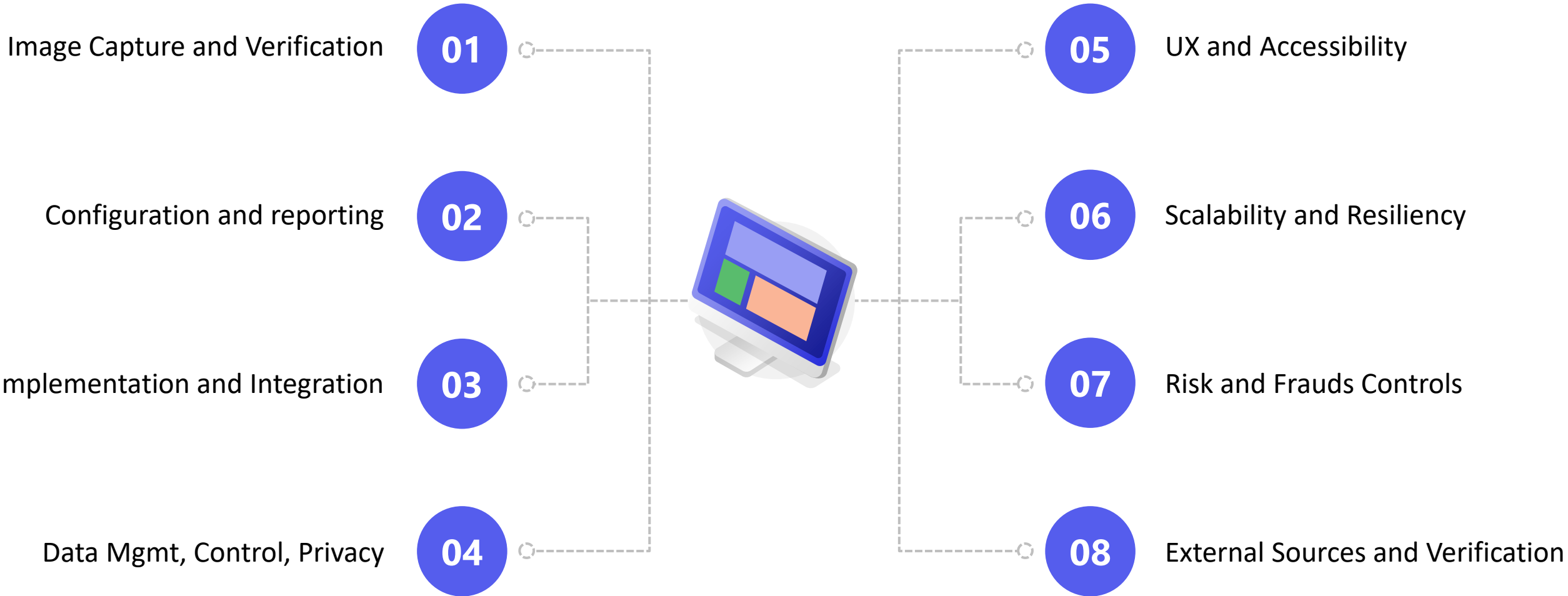
Data Processor (DP)	DP-DC Contract	Register of Treatment	Show Compliance
Data Protection Officer	DC Instructions	Subcontractors	Warning & Advice
Organizational Measures	DP Confidentiality	Assistance to the DC	Regulation
DP Appointment	Security of Processing	Fate of the Personal Data	DP established in EU

Digital Signatures



Basic Considerations & Requirements | Critical Capabilities

What should the appropriate solution for Digital Onboarding be capable of?

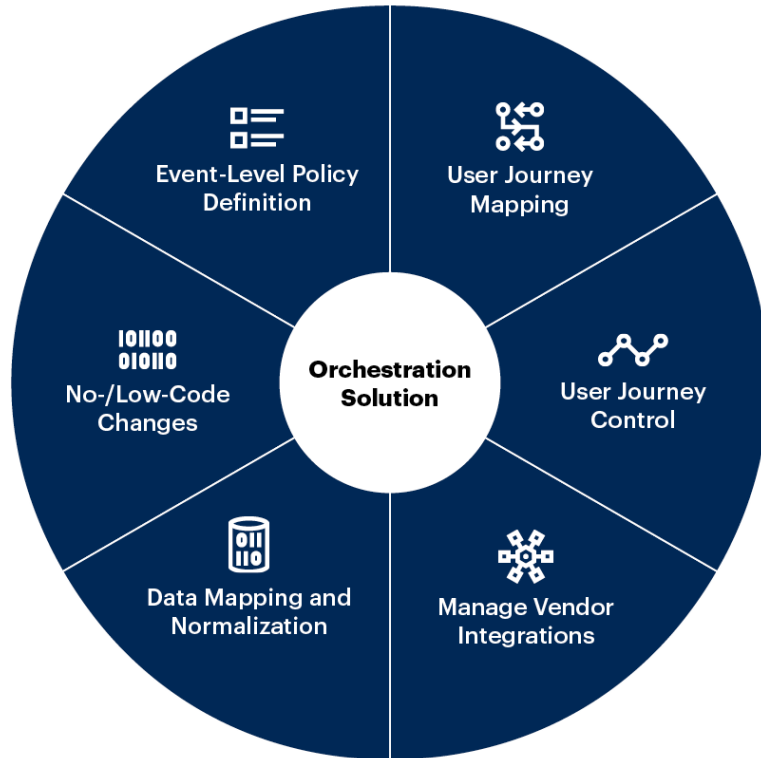


* Source: Gartner

Basic Considerations & Requirements | Buyer's Guide

What should buyers know about Digital Onboarding critical facts?

Capabilities of an Orchestration Solution



Source: Gartner
760202_C

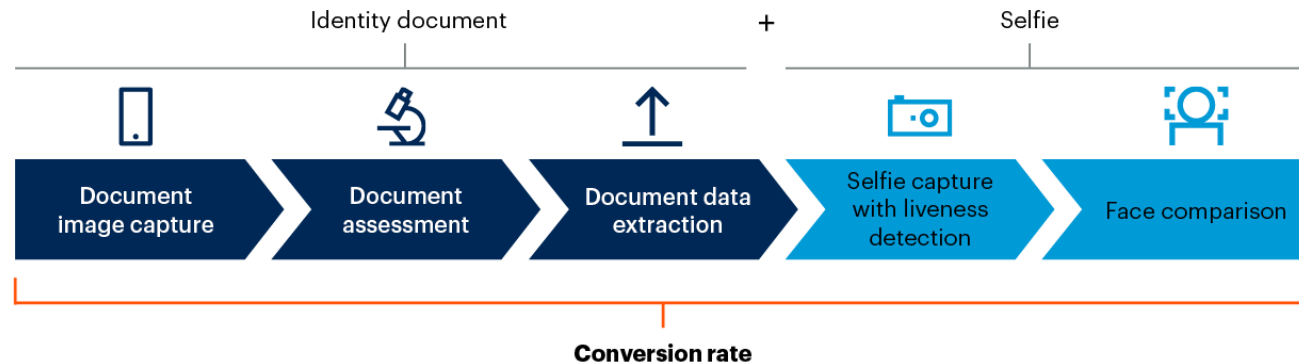
* Source: Gartner

Considerations When Buying an Identity Verification Solution



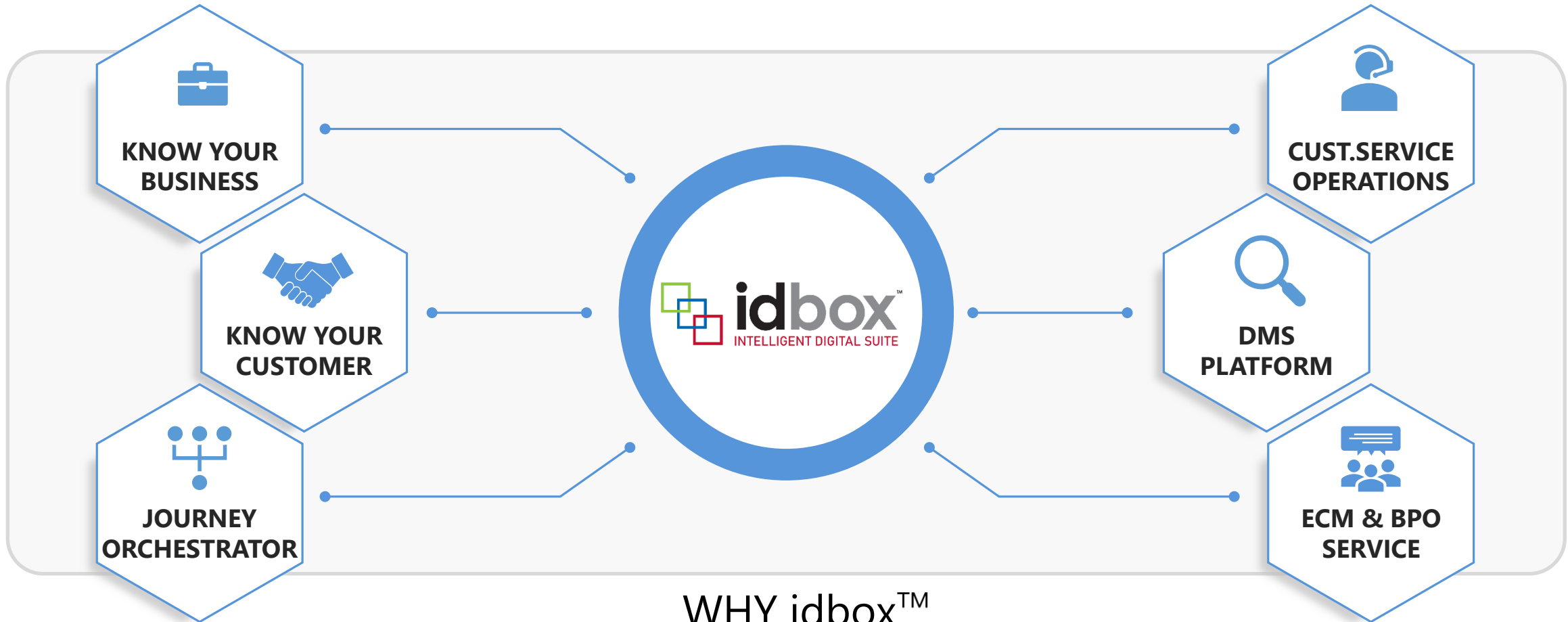
Source: Gartner
814826_C

Five Key Steps in the Identity Verification Process



Source: Gartner
814826_C

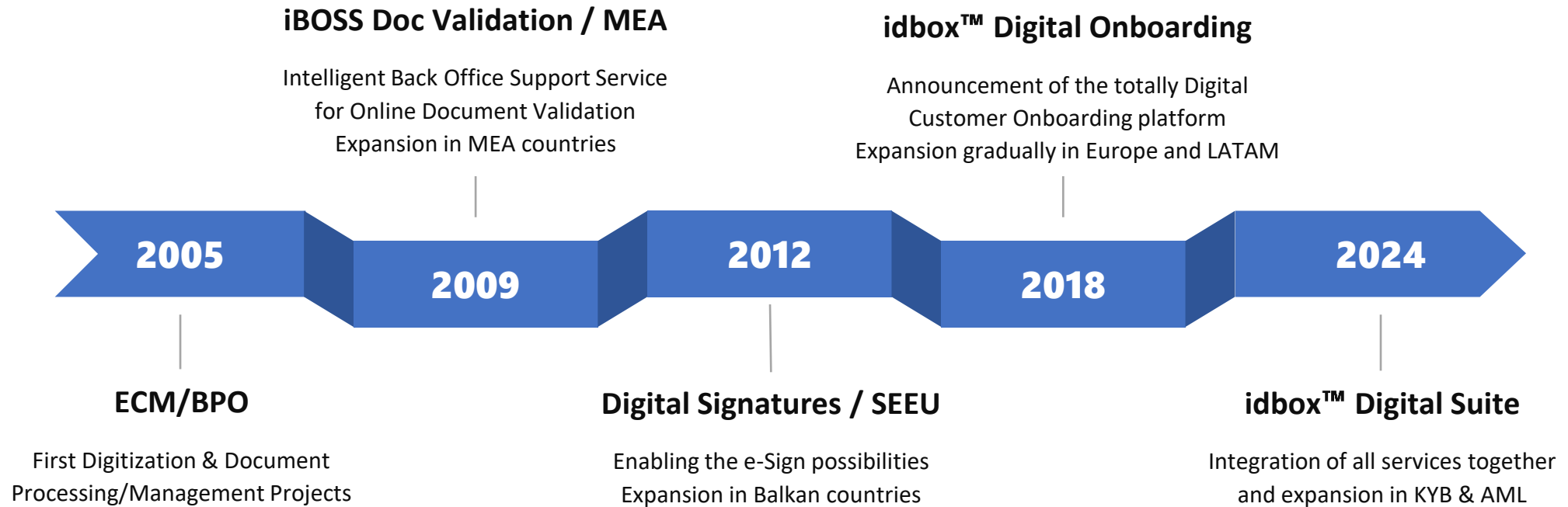
Intelli's Valued Proposition | idbox™ suite Overview



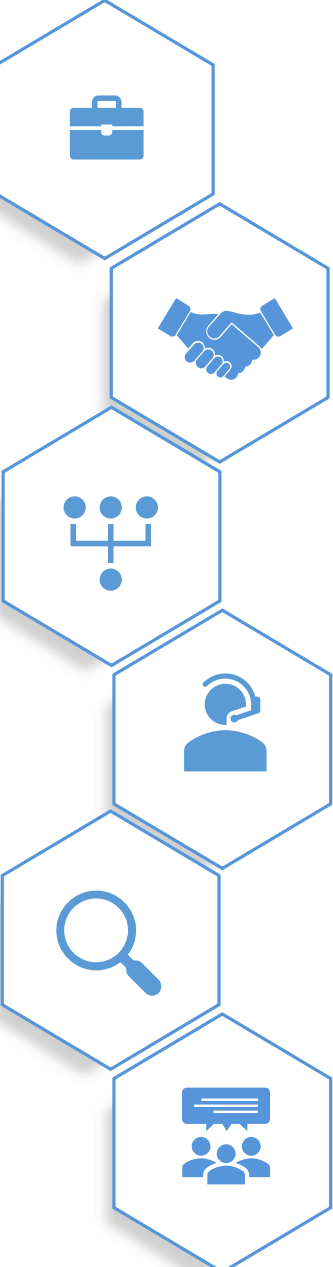
WHY idbox™

1. End-to-End Service, fully featured, internationally recognized, active 24x7 with an experienced & eIDAS Certified Customer Service
2. Proven Track Record: >60 customers from different sectors, >100 customer journeys and 5 vendors / competitors using our Service
3. Covers different functionalities/services which are integrated and can be quickly & easily configured as per each organization's needs

Intelli's Valued Proposition | Product suite evolution timeline



Intelli's Valued Proposition | idbox™ suite in detail



Customer Portal
An Online self service Portal for Corporations

Business Documents
Recognition of legal files and integration with gov

AML Screening
Online Sources, Adverse Media, PEP, Criminals list

UBO/Legal Reps DOB
All steps available for B2B Digital Onboarding

ID Verification
Identity Recognition with Selfie-Liveness-Video Call

AI Docs Verification
AI Document Classifier, Data Extraction, Biz Rules

Digital Signature
eIDAS-certified process for AeS and QeS

Multichannel
Web Onboarding Portal, Mobile SDK's, gov eKYC

Forms, Steps, Chatbot
Custom forms, OTP & email, product selection, AI bot

Decision Engine
Validates the correctness of information provided

Customer Experience
UI/UX based on HTML/CSS for web & mobile

Low Code Integration
Easy & ready to integrate with your systems

Secure Facilities
Controlled & limited access area in 4 countries

CIH Video Call Center
Outsourced Video Call Center with many add'ons

Multilingual/Alphabet
Supports <10 languages and 4 alphabets for now

Continuous Training
Personnel is trained on known forgeries & AML

Digital Archive
Organized cloud location to store data and files

Business Processes
Workflow automation Tasks Management

Risk Assessment
Calculates customers risk based on certain criteria

Content Management
Searching, Retrieval, Role-based, Reports, Audit logs

Digitization
Collection, Preparation, Scanning and Delivery

AI Content Processing
Indexing, AI Processing, Data Extraction, QA/QC

Warehousing/Archive
Physical Storage and archive for hard copy files

Managed/Outsourced
Possibility for manpower at your or our location

Intelli's Valued Proposition | Business Approach

1



Success Rate

Number of Users who converted – opened a new subscription-business relationship

2



Abandonment

This rate is the KPI for a customer who decides to quit the process due to forced interruptions

3



Promotion

of customers who suggest contact details of relatives or friends to perform the same process

4



New Channel

Alternative Digital Channels Adoption & Business Synergies with 3d Parties

5



Cost Savings

Operational Expenses Reduction and KPI's on which we base our Business Cases



Overall Customer Experience (CX)

User Experience & Overall Customer Satisfaction for the end Client regarding the entire journey along with UI/UX standards, customizable interfaces and orchestration

Intelli's Valued Proposition | References, Recognitions, Credentials

BPO Case Studies

- Contract Management
- Employee File Management
- Cheques Processing
- Invoice Process Management
- Loan Lifecycle & Origination
- Statements & Banking Files
- Insurance Policies
- Claims Processing
- Legal / Attorney Documentation
- Backlog Archiving
- Customers Documentation
- Mail Correspondence
- Hard copies Storage
- Files size & kind varies A0-book

DOB Case Studies

- Bank Account Opening
- UBO/Legal Rep Identification
- Retail Customer Identity
- Credit Card Issuance
- Wallets/Online Payments
- Telco Activation & Renewal
- Subscribe to Utility Provider
- Online Betting Players
- Hotel Remote Check-In
- Car Rent Car Leasing
- Book a Flight
- Corporate Onboarding
- Documents Renewal
- Legalization Process

List of Customers



List of awards



Recognized by



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Member of





THANK YOU

Online Customer Onboarding Solution Presentation